

PPG Meeting - 18th September 2026

Date

Fri 18 Sep 14:30 - 15:30

Location

BLS

Details/Agenda

- 1.Minutes of last meeting and matters arising
- 2.Monthly stats—DNA, Patient numbers.Staffing
- 3.NW London PPG meeting and PCN reports
4. AOB
5. Date of next meeting
6. Update on flu vaccinations a/. when are doses due & b/. Will we run a Saturday clinic as in previous years?

Minutes

- 1/. The chair introduced and welcomed our visitor Aparna Jani who has recently become the chair of the Belmont Health Centre PPG.
- 2/. The minutes of the meeting held on 12th June 2026 were read and confirmed.
- 2a/. Matters arising : Maurice Hoffman confirmed that he had not received a reply to the e-mail sent by HJW to the Manager of the Harrow East PCN on 31/3/2026
- 3/. Statistics : (a) DNAs - In July 2026 the total rose to 221 a percentage of 4.2%. This is a dramatic increase from `2.6% in January. Dr. Shah had indicated to Jeffrey Austin that it can probably be accounted for by the presence of a number of asylum seekers on the patient register whose personal circumstances are such that they may find it difficult to attend at any given moment. (b) Patient headcount 10,350 (an increase from the Jun figure of 10,130). Jawad Merali remarked that numbers are steadily increasing despite the ongoing 'weeding' of patients who have moved away. (c) Staffing levels - doctors still at equivalent of 51/2 full time - one vacancy for a pharmacist and one member of staff with a visa problem which hopefully will be resolved positively. Jawad Merali confirmed that the rate of staff 'church' is still low.. The rate of formal complaints from patients continues to be low. The precise number of such complaints was not readily available but it was agreed that this would be reported along with the other monthly statistics.
- 4/. IN.W. London I.C.B. - Jeffrey Austin advised that his request that there be patient representation on the ICB has been rejected and he will therefore bring the matter to the attention of our local M.P. Maurice Hoffman advised that the local ICB has now been advised to cover 13 London boroughs. He also advised that patients representatives have been excluded from participation in the 10 year plan and that he had lodged a complaint. The ICB appears to no longer have a Research committee.
- 4b/. PCNs, Maurice Hoffman drew attention to the PCN contract and the mandatory provisions contained therein including social prescribing, clinical pharmacy and the provision of hub facilities. Jawad Merali advised that Bacon Lane surgery contained to have a good working relationship with both the PCN and Honeypot Lane surgery. Maurice Hoffman advised that we have not yet received details of the recent patient engagement survey.
- 5/. Noticeboard. It was confirmed that the PPG noticeboard would be moved to a more prominent position the waiting area.
- 6a/. flu Jabs. The surgery will hold its annual flu vaccination clinic on Saturday 3rd October 2026. This will be open to all eligible patients, both from all three surgeries in the PCN as well as other walk-ins. Thereafter, walk-in facilities will be available for eligible Bacon Lane patients during normal surgery hours.
- 6b/. Covid vaccinations. These will be available from local pharmacies from 1st October 2026 and eligible patients will be notified in due course.
- 7/. In her absence the reports by Versha Varswani on Data on National Patients Complaints and Cancer Screening will be held over to the next meeting.
- 8/. PPG Terms of Reference - Jeffrey Austin circulated a draft prepared by him and Roy Poulter to be considered and addressed at our next meeting.
- 9/. A.O.B. (a) The A.I. generated bot 'Sara' on the web site did not function properly and Dr. Hasham is giving the matter further consideration. (b) Considerable concern was expressed at the procedure whereby patients' care is to be referred to the surgeries by secondary care providers with what is stated to be "appropriate advice and guidance". It was felt that this may well place an undue burden on general practice and possibly place patients at risk.
- 10/. Date next meeting Friday 4th December 2026 at 2pm. Attendees are asked to note the earlier time.