

Minutes of Patient Participation Group (PPG) Meeting – Thursday 27th November 2025 at 1:30pm

Present from the Practice: Dr Audrey Silva (GP Partner) Shelley Quarcoo (Practice Manager) Maryam Musa (Assistant Practice Manager)	Number of Patients in attendance: 3 patients attended in person 3 joined via Zoom
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1) Staff Update

Shelley opened the meeting by welcoming everyone who joined in person and via Zoom.

Discussed staffing overhaul since April 2024

GP Partners

Dr Wickrama – left Sept 2024

Dr Ned Tapley – started May 2024; partner from Oct 2024

Dr Mike Chan – started Oct 2024; partner from Oct 2025

Salaried GP's

Dr Emma Gorst (Child Safeguarding Lead and Deputy for Adult SG) – started Sept 2024

Dr Sandiso Moyo – started Oct 2024

Dr Joanna Aziz – started Jan 2025

Dr Jade Sehinson – started Feb 2025

Dr Rachel Graeme-Wilson – started Sep 2025

Nursing Team

Elmie (Nurse Practitioner) – left April 2024

Manjit Rayat (Practice Nurse) – left Oct 2023

Asel (Nursing Associate) – retired Jul 2025

Regi – started Mar 2024

Manuel – started Feb 2024

Aeeliya – started Aug 2025

Other staff – our team continues to be supported by allied professional (predominantly pharmacists) who are employed by our Primary Care Network (PCN)

- Mitesh – Pharmacist (mainly diabetic patients)
- Saida – Pharmacist (Cardiovascular, heart failure)
- Rob – Pharmacist (Asthma and COPD)
- Aarti – Pharmacist (Medicines Management) – works behind the scenes with medication governance but also sees patients for their medication reviews
- Ravina (First Contact Practitioner Physiotherapist) – deals with musculoskeletal conditions
- Michell (Mental Health Practitioner) – manages difficult mental health patients. Patients who may have had a relapse
- Elaine Social Prescriber – support patient social needs

One patient queried why so it seemed that so many staff had left. It was explained that due to changes in the NHS, systems and pressures staff had moved on to explore other career options. However, the current team is working very well together and morale is high.

Reception staff

- Most staff have changed and Hollie is Reception Manager. Current Receptionists are Clare, Zu, Taaha, Yasmin, Laith and Mesha

Admin staff

- No changes

2) Patient Feedback

The Practice usually collects patient feedback by sending a text message after each appointment. The Practice is very happy to receive many positive comments about our staff, but also treats negative comments seriously. Comments are shared with staff each month.

3) Access

Most of our appointments are offered on the same day. Patients with acute/urgent health needs should submit their requests as early as possible and be prepared to come in for an examination/assessment. Patients who submit urgent requests later in the day may find that our same-day appointments capacity is full.

The wait time for routine appointments, which can sometimes be 4 weeks, was raised by a patient. The Practice is aware of this and is actively trying to improve processes in order to free up more routine appointments. One of the ways it will do this by sending a text response for abnormal test results, instead of asking patients to book a routine appointment to discuss. This will only be done where it is appropriate to do so. For example, patients may simply receive a text message advising them to buy over-the-counter Vitamin D (when their result is abnormal), or they may receive a text message advising them a referral has been sent for them. Test results that are more serious will still be managed by a telephone call or face-to-face appointment.

4) Pharmacy First

Patients were informed that they may sometimes be referred to a local pharmacy to manage their medical requests. This is because community Pharmacists can deal with 7 minor ailments and prescribe treatment where needed. These are:

Sinusitis: A common condition causing inflammation and swelling of the nasal passages.

Sore throat: Often caused by viral or bacterial infections.

Earache: Can be caused by infections, allergies, or other factors.

Infected insect bites: Such as bee stings or spider bites.

Impetigo: A bacterial infection that can cause painful sores on the skin.

Shingles: A viral infection that can cause a painful rash and blisters.

Uncomplicated urinary tract infections: In women under 65, these can be treated without a GP appointment or prescription.

Patients who are referred to a community pharmacist will be contacted by phone and may be asked to visit the pharmacy for assessment before treatment is given.

5) Flu

Flu season now starts from October (pregnant women and 2-3 year olds can still have their vaccine in September). Eligible patients have been invited. Two Saturday flu clinics were conducted in October. Patients were encouraged to book their flu vaccinations if not already done so.

6) PCN patient engagement event – 4th Dec evening 6pm to 8pm on Zoom

The Practice recently sent an invitation to patients asking them to book a ticket to our online engagement event. This event will be an opportunity for patients to have an input in how practices can improve in the next year. An online survey has already been conducted, with paper copies made available in the practice. Patients were encouraged to join the engagement meeting if they can, as their input is valued.

7) Any Other Business

One patient explained the difficulty that patients sometimes have when they submit an online request and have to wait for the practice to contact them back with an appointment. Due to work commitments patients may not be able to receive that call. She suggested that the practice should send a self-book link instead of calling. This was a good idea and will be discussed at the next staff meeting for consideration.

A comment was made regarding the long wait for musculoskeletal conditions (joint and muscle pain). It was explained that such appointments are usually booked with our First Contact Physiotherapist due to expertise, however she only works one day a week. If the condition is more acute then they may have a same-day GP appointments instead.

One patient mentioned that some her repeat medications had not been showing on her NHS App. It was explained that repeat medications only become available for ordering on the NHS App two weeks before the next prescription is due. This is to help patients manage their medications well better. Where patients have any other issues with using their NHS App to order medication they can still submit their prescription request via the Practice website.

Building Works at the Practice – it was explained this was to carry out important roof work, though the time of year made it more difficult. Care has been taken to ensure limited impact on patients.