

## **Thurleigh Road Practice Patients Group Meeting**

**Monday 10 March 2025**

**At 5.30 – 7pm in the Studio at the Surgery**

### **AGENDA**

1. Welcome and apologies.

2. **Minutes of last meeting** ( Alison please attach ! )

Actions arising from the minutes not elsewhere on the agenda

3. **News from the Practice – Neil Lazenby, Monika Shahjadee and Huma Jagirdar**

**Neil** are any of the GPs coming on 10/3?

Doctors

Nurses/other clinicians

Reception/ administration

4. **Update on new GP contract arrangements** ( recent Health Service Journal article attached)

5. **TRPG commendation in Patient Group Awards in London GP awards 2024/5**

6. **Update on key changes/ improvements at the Practice including**

Update on improvements to/arrangements on the **triage system** ( advice from Neil on triage opening hours and responsibilities for triage in the Practice)

Update on **Practice modernisations**

- **Progress on new website**
- **Website contact for patient complaints/ compliments**
- **Update on proposed use of Patient Notice Board** from Neil and Huma-see minutes

## **7. Planning for 7 May open meeting**

Do we want a speaker? If so, what is the topic?

Who is the audience? Everyone or a subset of patients?

Panel, breakout tables etc

When should invitations go out? Asap given May 7 only two months away? Sara willing to provide a survey link again.

## **8. Update on proposed regular information to the Patient Group**

Family and Friends survey results

CQC information on complaints/ compliments?

Other eg information collected from website and triage system and information showing trends

## **9. Update on**

**Wandsworth Primary Care Patient Forum:** meetings on 29/1 and 6/3 **Alison**

## **10. 2025 meeting dates ( all 5.30 to 7.0 in the surgery)**

Thursday 15 May

Monday 14 July

Thursday 11 September

Monday 10 November including AGM

## **11. Any other business**

Practice bench and flower pot

Update on fundraising

## **12. Date of next meeting**

**Thursday 15 May 2025**

