

Thurleigh Road Practice Patients Group AGM and Meeting

Monday 18 November 2024

At 5.30 – 7pm in the Studio at the Surgery

AGENDA FOR AGM

1. Welcome and apologies
2. Election/re-election of Committee members
3. Financial Report Gwen Rosen: Treasurer
4. Date of next AGM (see below)

AGENDA FOR MAIN MEETING

1. Welcome and apologies.
2. **Minutes of last meeting** (attached 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**

Update on **Practice staffing**

Doctors

Nurses/other clinicians

Reception/ administration

Practice attendees at future TRPG meetings

Update on **BMA GP go slow and future GP contract discussions**

4. Follow up to **patient session at St Luke's on 2 October**

Attendance

Main themes emerging from the session

Next steps

5. **Practice update on key changes/ improvements including**

Update on improvements to/arrangements on the **triage system**

Contacts with Devin Gray and Putneymead Practice ?

Update on **Practice modernisations**

- **new telephony system and updated telephone message**

- arrangements for **new website** including

Patient Group use of it

Establishment of a Practice/Patient Group working group?

patient testing of information/ processes

- **email address for patient complaints/ compliments**

6. **Update on proposed regular information to the Patient Group**

Family and Friends survey results?

CQC information on complaints/ compliments?

Other eg information from triage system and information showing trends

7. **Update on**

Wandsworth Primary Care Patient Forum: meeting on 12/11

8. **2025 meeting dates (all 5.30 to 7.0 in the surgery)**

Thursday 16 January

Monday 10 March

Thursday 15 May

Monday 14 July

Thursday 11 September

Monday 10 November including AGM

9. **Any other business**

Practice bench and flower pot

10. **Date of next meeting**

Thursday 16 January 2025

