

**Forge Close Surgery PPG  
Meeting Minutes  
Forge Close Surgery  
Tuesday 6 May 2025, 7pm**

**Attendees:**

Orla Penruddocke (Chair), Dr Ketan Patel, Deirdre Bainbridge, Stanley Bradshaw, Joy Halligan (Secretary), Nicola Mushet, Andrew Ramsay and Harry Shannon.

**1 Apologies for absence**

Apologies have been received from Debbie Barrett, Gail Hilder, Don Lockyer, Wen Wong and David Piercy, Practice Manager.

In addition, Tricia Bacca and Denise Spencer have decided to resign from the Group. Joy has been in touch with both to thank them for their contribution to the work of the Group and to wish them well for the future.

**2 Minutes of previous meeting and Action Points**

The minutes of the previous meeting on 4 February 2025 were agreed.

Under Action Points from the last meeting, Orla reported that she will speak to David Piercy about the possibility of using Hayes Life on Facebook as a means of publicising information about the introduction of the new Patient Triage system to a wider audience.

Joy said that she had carried out the two tasks she had agreed to do:

- forward to members a copy of the confidentiality Policy for Volunteers for them to print off, sign & bring to the next meeting and
- Clarify that the date of the next meeting (6 May) is suitable for the majority of members at this stage.

**3 Dr Patel's Surgery Update**

Dr Patel reported that there had been some changes in admin staff with one member of the reception team leaving after having served more than 20 years at the surgery. Recruitment to fill the posts was under way.

**4. Patient Triage System**

Orla asked Dr Patel if there had been any changes since the last meeting. He said that Triage has yet to start as staff are undergoing training. The surgery has been given to the end of September 2025 to start Total Triage by the ICB and discussions are taking place concerning its implementation.

The NHS GP contract has been updated so that from 1st October the surgery will have to keep the online access tool open throughout the core opening hours of the surgery. Further information is awaited from NHSE with how this would work, the expectations and limits.

Until Total Triage is implemented, patients may see a message telling them the AccuRx form is unavailable as the day's allocation has been reached, in which case

they can telephone the surgery for urgent matters or try online again next day for non-urgent issues.

Orla asked if anyone from the surgery has been in touch with Addington Road surgery as they moved to Total Triage some months ago. He replied they had not but they understood that Eden Park surgery has started and has been able to triage up to 200 online enquiries per day. Dr Patel said this is easier to achieve with larger surgeries as they generally have more staff.

Dr Patel confirmed that reception staff (now known as Care Navigators) will follow flow-charts when responding to calls. Every query coming into the surgery will be triaged by a clinician.

Orla said that patients will need information about the new system and she understood from David Piercy that Hayes Wick PCN has arranged a digital drop-in session for patients at the surgery on the second Tuesday of each month, starting from Tuesday 13 May between 9am & 11am. The session will cover the use of the NHS app, triage form etc.

The surgery will be advertising this on their website, posters and telephone and members of the PPG are asked to help in promoting the sessions to more people. For those without internet or not able to do digital, the current ways of contacting the surgery by telephone and walk-in will remain available.

It was suggested that fliers in the library, pharmacies and on local community noticeboards would help to promote the sessions. PPG members are welcome to attend.

## **5. Patient Survey results**

Orla said she had sent the collated feedback from PPG members to David Piercy at the beginning of April, a copy of which was emailed to members at the time. She has now received a comprehensive reply which will be forwarded by Joy to members via email. Comments back to Orla, please.

## **6. Confidentiality Policy for Volunteers**

Signed copies of the Policy were collected from members of the group and left with Dr Patel.

## **7. Digitalisation of patient records**

Dr Patel confirmed that the process to digitalise patient records took three weeks and they are now held in an NHS GDPR facility. It has freed up space within the surgery.

## **8. Patient Questions**

Orla had asked David what happens if a patient has a telephone appointment with a GP, is given a 3-hour time slot but the call from the GP is missed. He confirmed the GP will try the number twice then send a text suggesting the patient re-books.

Dr Patel asked if one-hour slots for GP appointments would be helpful and members of the group agreed that it would.

## **9. Communications**

Orla said that the Hayes Fair is taking place at the Warren on Sunday 8 June. Healthwatch Bromley will have a stall and she suggested that it would be a great opportunity to promote the PPG and engage some new members, and is happy to have some leaflets about the PPG to give out to attendees on the day. This would also be a good opportunity to promote the monthly Digital drop-in sessions at the surgery.

Previously the surgery had a stall at this event and staff were in attendance with the practice nurse taking blood pressure readings – this proved to be very popular.

Staff and PPG members are encouraged to attend this community event, even if just for an hour.

Dr Patel agreed to find out if one of the Practice Nurses might be able to attend to do some blood pressure readings. Stanley said he would give some thought to a fun activity he could organise.

## **10. Forge Close Talks**

It was agreed to remove this item from future meetings as it had been led by Dr Mageson who has now left the surgery.

## **11. Development of the PPG – Goals for the coming year**

Orla pointed out the new display of fliers on the PPG noticeboard in the waiting room. It's hoped that this may help to raise awareness of the PPG. In addition, David has agreed to send out a text message to patients to help with the recruitment of some new members.

Joy had suggested the PPG might set up a WhatsApp group as a means of communicating quickly as she only has email addresses currently. Everyone was in agreement and Joy will write to members individually to obtain their mobile numbers.

## **11. Any Other Business**

Stanley asked if the performance of health professionals working within the surgery e.g. physiotherapists, but employed by Hayes Wick PCN, are monitored. Dr Patel confirmed they are all subject to review by managers at the PCN.

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

Tuesday 9 September 2025 at 7pm at the surgery.

### **General Action Points from the meeting:**

- Orla to discuss with David Piercy the possibility of using Hayes Life on Facebook to promote relevant information about the PPG and the practice.
- PPG Members are asked to promote and/or attend the monthly Digital Drop-in sessions to support the initiative.
- Orla to liaise with the surgery about its participation at the Hayes Fair during the afternoon of Sunday 8 June.
- Dr Patel to find out if one of the Practice Nurses might be able to attend the Fair to carry out blood pressure readings.

- Joy will email members the response from David Piercy to the PPG feedback on the Patient Survey.
- Joy will arrange to set up a WhatsApp group for the PPG.