

Patient Participation Group – Minutes of Meeting

Tuesday 8/7/25		Start 6.30 pm		Harefield Practice Meeting Room	
Facilitators – SR; JB; JR					
Janet Brown - Chair	Scott Ridley Practice Manager	Jessica Rowley Deputy Practice Manager	Dr Anthony Gallagher GP Partner		
Ian Bendall	Tracey Blake	Patrick Connaughton	Eugene Dalton-Ruark		
Vicky Fox	Jackie Henning	Michael Kurzberg	Jayne Mead		
Jacky Metcalfe	Jenny Shave	Wendy Rice -Morley	Christine Williams		
Alan Woolf					
Cllr Jane Palmer (VPPG)	Jean Wright (VPPG)	William Spencer (VPPG)			
1) JB welcomed the meeting and thanked everyone for coming				Action by	
2) Apologies: Jenny Shave, Jenny Palmer, Alan Woolf, Victoria Fox					
3) Minutes have been received by all and agreed with note of a date challenge					
4) Matters Arising: Local Dementia events: Harefield Dementia events at the library still omitted from the Practice screen – JB has spoken to the library team who informed there is a new private company taking over to facilitate the dementia groups on Tuesday morning once a fortnight. Cathy, dementia lead at the library, her email to be given to JR.				JB	
Telephone System alterations: To be carried forward.				JB+	
Alteration to the spacing by Reception Desk: SR/AG advised the PPG that changes had been made the same day/following morning to provide more space upon entry into the building.					
Blinx emailing copies: PPG previously requested possibility of an email with a copy of the request to be sent to the patient following submission of a request via Blinx. Still going forward as SR has been unable to speak to the Blinx team regarding this. JB stated she had received confirmation of a Blinx submission, although not the detail.				SR	
Area Upkeep: Smoking free signs have been placed up by the practice; JS husband has been up to the practice and has cut down the self-seeded trees back to ground level -Appreciation expressed.					
Healthy Lung Project: No immediate updates other than JB has been informed that a meeting is being arranged to progress this.					

<p>Appointments:</p> <p>PPG advised that texts being sent regarding appointments implying f2f in nature but when patient arrived appointment was for a phone call –</p> <p>Practice have investigated and cannot see exactly where the issue has arisen from, as records show this is not the case, but physical evidence from patients have proven otherwise.</p> <p>Further investigation needed – information on date and time would be helpful.</p>	SR
<p>5) Flu Vaccinations:</p> <p>Dates for flu clinics have been set. Wednesday 1st October, a late afternoon clinic and the Saturday 4th October, a morning clinic.</p> <p>Invitations to be sent out via email (or text) within the next week.</p> <p>SR will advise re volunteers during the next meeting.</p>	SR
<p>6) CQC</p> <p>Previous day the rating for CQC came back – practice is rated as “Good” overall. Practice have the opportunity to respond prior to publication.</p> <p>Congratulations to All staff.</p>	
<p>7) Primary Care Network (PCN) and Access to GP appointments</p> <p>Significant discussion held regarding the allocation of Government funding for more urgent appointments, by the PCN, being redirected to the Pembroke Centre, in Ruislip, rather than to Individual Practices or allowing the Harefield Practice to have their pro rata allocation.</p> <p>Concerns raised:</p> <ul style="list-style-type: none"> - Travel difficulties for elderly and vulnerable patients - Reduced Continuity of care due to locum use at hubs - Survey results indicated majority preference for same-day appointments at Harefield - Ongoing disputes with PCN and Confederation regarding funding allocation and appointment provision - Meeting schedules with Integrated Care Board (ICB) to escalate concerns 	
<p>8) PPG terms of reference:</p> <p>Membership was agreed to be capped at 20 with a waiting list, if necessary – they could be part of Virtual PPG.</p> <p>Virtual members should contribute via email.</p> <p>Minutes to be produced by the practice and edited by chair - then circulated to all members</p> <p>Terms to be reviewed every 3 years (or earlier by request)</p> <p>All members present to initial next to their name at the next meeting for formal adoption</p>	
<p>9) Outside Road:</p> <p>Road potholes outside Practice raised – responsibility for the roadway is under investigation</p>	SR

<p>10) Plasters:</p> <p>Member raised issue about plaster allergies during vaccinations; practice confirmed clinical-grade plasters are used.</p>	
<p>Meeting closed :- not recorded</p>	
<p>Next Meeting date – Tuesday 23rd Sept 2025 at 6.30pm</p>	