

**Minutes of Thurleigh Road Patients' Group meeting**  
**18 November 2024**

**Present:**

Anna Walker (Chair)  
Sara Turner (Vice-Chair)  
Gwen Rosen (Treasurer)  
Alison Mansfield (Secretary)  
Sara O'Reilly  
Patrizia Cooke-Hurle  
Liz Freeman  
Angela Davies  
Janice Price  
Nina Smith  
Marina Ratcliffe  
Neil Lazenby, Huma Jagirdar and Ameer-Hasan Razvi (from the Practice)

**Apologies:** Emily Travis, Suzy Pawlak, Chris Hyde

**1.Welcome and apologies**

The meeting followed on from the TRPG AGM. Neil and Huma were welcomed to the meeting. Ameer also joined the meeting later.

Apologies as above.

James Marsh has left the group for personal reasons. Anna acknowledged his considerable contribution and will be writing to thank him.

**2.Minutes of the last meeting**

The minutes of the meeting were approved with the following provisos:

Patient information sharing – Huma confirmed that the policy will be on the new website. The telephony system is up and running but Tor's message is not yet available, it will be added soon. Plans for the screen in the waiting room to be removed are in hand, Huma awaiting a quote from the builder.

**Action:** Practice to ensure new telephone message is recorded and screen in waiting room removed

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

**Update on practice staffing:**

The practice is now fully staffed with GP Dr Sutherland starting this month. There are now 12 GPs. Dr Northern is about to start maternity leave. Dr Liu may pick up some of her sessions. Dr Shirly Kama, GP, is awaiting her GMC registration. She is currently helping out with admin and triage.

Anna asked about GPs future attendance at patient group meetings. She said the Patients Group would welcome this

**Action:** Neil to discuss GP attendance with partners and come back with proposals, once confirmed.

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

It was agreed that the session had been very beneficial.

Anna extended huge thanks to Sara Turner for devising and managing the forms to patients, both before and after the session. She also thanked those who attended on the day and contributed to the overall success – including other patient group members and the Practice team.

Group discussion about the session included Huma confirming that patients' individual concerns had been addressed afterwards. A number of patients had expressed an interest in attending another session. It was agreed to hold another in March next year. The proposal was to start at 1.30 with a shorter panel session and then time for patients to pursue individual issues. The aim would be to finish by 3.0 in time for the school run. It was also agreed that the event should be advertised prominently on the website and all adult patients sent an invitation by email.

**Action:** Neil will consult Practice staff about preferred weekday, plan will be for 1330 – 1500hrs. Anna will then check St Luke's availability.

Information about the meeting will be on the new website. Ameer confirmed that he is looking at a new check-in screen for the waiting room on which it may be possible to display this sort of information. Ameer also said, in response to group, that it may be possible to ask patients to confirm an email address on the screen too (not all patients have email addresses registered with the practice.)

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

**Triage:** Anna raised concern re unavailability of triage form from very early one morning recently. Huma explained that sudden, unanticipated HCP absences were the cause and that no locums were available at such short notice.

Anna asked if the committee members could be informed when this happens in order to deal with patients' queries externally. It was agreed that clarity was needed on when unavailability should be reported to the Patient Group

**Action:** Neil and Anna to discuss and make a recommendation to the Patient Group

Triage is usually open until midday, sometimes later. The Practice aim was to open the triage again at 2.0 even if it had to close earlier in the morning. It was agreed that all of this needed to be explained on the new website.

Discussion about how triage is currently being managed – Neil and Huma acknowledged that Aneesha still does the majority of sessions. If she is unavailable GPs or ANPs 'pick it up.'

From December there is expected to be regulation from the BMA about the role. This, as well as Aneesha's own plans, may mean there will be an increased need for changing how triage currently works (at the Practice).

Alison asked about the possibility of a rota for all available HCPs in order to have triage available for longer and to share the responsibility. Neil and Huma agreed that this should ultimately be the goal – Monika (Practice Manager) is keen to have a 'duty' doctor each day, which would help with this situation.

**Action:** the Practice to keep the group informed of how triage is being handled .

**Website:** Ameer (Communications officer) explained that the new website should be up and running by January. NHS England has decreed that all practices should use the same template. The new template will mean that the Patient Group can have an online presence which will be more easily accessible to patients.

The importance of information relevant to patients being easily found was agreed – eg how to use triage form, obtain repeat prescriptions etc.

Ameer hopes to have information sharing videos on the website. Also plans to have an email address for compliments/complaints.

He explained that, while he will be responsible for the content of the website, David Veloso will still be in charge of the IT infrastructure.

Neil commented on how much improved the Google reviews for the Practice now are in comparison to a year ago – VG news.

**Action:** Patient group to meet and review new website with Ameer. Volunteers: Sara T, Gwen, Patrizia, Anna and Alison.

**NHS Plan:** The Patient Group and GPs involvement in the NHS plan survey was discussed. It was agreed that individuals should comment at [www.change.nhs.uk](http://www.change.nhs.uk)

As a group we should also respond – preferably by collating individual views. The Practice will also respond and share its response with the Patient Group.

**Action:** Patient Group committee to meet to compile group response.

NOTE: Patient Group members looking at the website issues are meeting on 12/12 and we will add this issue to the agenda for that meeting

### **7.Update on Wandsworth Primary Care Forum:**

Alison attended the last meeting of the Wandsworth Patients Forum – minutes attached. This is an important group but not all Patient Groups are as well received by their Practices as TRPG – and therefore the disproportionate effectiveness of the groups is obvious. Sarah Rackham and Jamie Gillespie work really hard to encourage involvement, invite speakers to the meeting etc. One focus of the meeting was the importance of responding to the NHS plan survey. Alison will circulate the date of the next meeting and other Patient group members were encouraged to go.

**Action:** Anna will invite Sarah Rackham to a TRPG meeting as a guest speaker. Alison will circulate the date of the next Forum meeting when known

### **8.Dates of future meetings for 2025:**

Thursday 16 January

Monday 10 March

Thursday 15 May

Monday 14 July

Thursday 11 September

Monday 10 November including AGM

### **9.Any other business:**

Two anonymous donors have very kindly donated a bench and a large flower pot for the Practice garden – for staff to enjoy.

The Practice has arranged a teaching session on the NHS app, for patients, on Fri 22 Nov.

A discussion was held on the scope for making more use of the Patient Notice Board in the surgery. It was recognised that , if the group were to do that, one or more members would need to take lead responsibility for it.

Action: Next meeting to discuss the use of the Patient Notice Board

### **10. Date of next meeting: Thursday 16 January 2025 (1730 hrs.)**