

THE PATIENT PARTICIPATION GROUP
MINUTES OF THE MEETING AT THE SURGERY
MONDAY 29th June 2026

Attendees:

Dr S Tahseen (ST)	GP
Muhammed Waqar (MW)	Practice Manager
Tehniyat Zahra	Medical Secretary (taking notes)
Brian Behrens	Patient
Sue Osborne	Patient
Jane Bird	Patient
Clare Bowling	Patient

1. Welcome

Muhammad welcomed all attendees to the meeting.

2. Apologies for Absence

Apologies were received from:

- Rozeena Shaheen
- Clive Roberts
- Ann Fox

3. Update Since the Previous Meeting

No major issues were reported since the previous meeting.

4. Practice Updates

4.1 Previous Meeting Minutes

- The minutes of the previous meeting were reviewed.
- No issues or amendments were raised.

4.2 CQC Update

- Since CQC inspection of the practice in October, 2025, an update was previously provided to the Care Quality Commission (CQC) in August 2025.

- In June 2026, CQC requested more recent information and practice updates. A new report was prepared and submitted on **18 June 2026**.
- No further response or updates have been received from CQC since the report was submitted.
- The practice is now better prepared for CQC expectations and is maintaining a higher level of readiness.
- All staff therefore need to remain up to date with their responsibilities, training and relevant practice procedures at all times.
- It is expected that if CQC decides for a reinspection, it could either an on-site inspection or CQC may instead request reports and supporting documentation covering several years.

4.3 ICB (Integrated Care Board) Update

- The ICB currently has no concerns regarding either the practice or the associated care home.
- The BLMK ICB has moved to a bigger organisational structure and has merged with other ICBs across several areas, including Hertfordshire, Cambridgeshire, Peterborough. The newly emerged bigger organisation is called Central East ICB that practice is now part of.
- For now, most of direct individual contacts for the practice in ICB has either moved or their roles have changed and new enquiries and finance claims are being directed to a generic email inbox, which has resulted in delays in receiving responses.
- ICB staff training (on protected learning days) are now being delivered to much larger groups, sometimes involving hundreds of participants, compared with smaller groups previously.
- There was group discussion about the increasing pressure on NHS services and the consolidation of NHS organisations and participants showed anxiousness over this.

5. Online Triage

- Online triage continues to be particularly busy, especially on Mondays and Fridays, with a high volume of requests received throughout the day.

- The volume of triage requests can make it difficult for GPs to manage other clinical and administrative responsibilities, as they may spend a significant proportion of their time dealing with triage.
- Requests are reviewed and directed appropriately:
 - Reception handles requests requiring appointments or administrative support.
 - Secretarial staff handle appropriate administrative requests.
 - Clinical requests are directed to the relevant clinician.
- Patients are increasingly being encouraged to use community pharmacies as the first point of contact for appropriate minor conditions.
- Local pharmacies, including nearest chemists such as Stopsley Pharmacy, Krish Chemist and Ashcroft Pharmacy can provide advice and treatment for a number of conditions, including sinus problems, coughs and colds.
- Greater use of pharmacy services can help reduce pressure on GP appointments.
- Patients are encouraged to make use of these services and give pharmacies an opportunity to support them where appropriate.
- NHS funding is being provided to pharmacies to enable them to offer a wider range of services.
- Some patients continue to request GP appointments despite being advised that their condition could appropriately be managed by a pharmacist.

6. Staffing Updates

- **Reception:** Tayyabah, a part-time receptionist, has moved into teaching and is therefore no longer working at the practice. Other reception and admin staff have temporarily picked up her shifts while a long-term solution is found so there hasn't been an disruption to the service.
- **Registrar:** Dr Maged (GPD registrar ST3) is expected to continue at the practice until August/September.
- **New Registrars:** Two new registrars, Dr Israr Mughal (male) and Dr Alexandra French (female), are joining the practice from August 2026. This will provide both male and female GP registrar representation.

- **Pharmacy Team:** Feedback has been provided to the pharmacy team following comments from patients that some medication reviews have felt rushed.
 - The pharmacy team has acknowledged the feedback and will take this into consideration.
 - It was recognised that pharmacists have a significant workload, which should also be taken into account.
 - No other significant staffing or training concerns were identified.
 - The team will focus on improving time management and ensuring medication reviews are appropriately tailored to individual patient needs.
- Some patients do not consistently take their prescribed medication or attend required blood tests but may still request repeat medication. The importance of patients engaging with monitoring requirements was discussed.
- A **“Please Keep Quiet”** notice has been displayed in the waiting area to help reduce disruption and maintain a suitable environment for patients and staff.

7. Complaints

Dr Tahseen (complaints lead) discussed the summary of reports covering 01/04/2025 to 31/3/2026. She focussed specifically on common themes and learning outcomes from patient complaints.

- All complaints are acknowledged with three working days
- Practice aims to provide a full written response within 28 working days.
- Complaints are managed by a GP (Dr Shazia Tahseen) and Practice Manager (Muhammad Waqar).
- All complaints are associated with learning points and those are shared in clinical meetings, team meetings and the annual PPG group meetings.
- A copy of last complaints and outcomes review is displayed at the practice notice boards.
- Feedback from complaints is used to quality improvements initiatives, strengthen communication, and enhance the safety and effectiveness of the service practice provides.

8. Positive Patient Feedback

BB provided positive feedback regarding the practice's telephone service.

- He noted that reception call waiting times have reduced significantly.
- This improvement is believed to be partly due to the online triage system, which has helped improve workflow and reduce pressure on the reception team.
- MW thought the triage has had an impact on telephone call numbers however, it has not reduced significantly because receptionists have been helping many patients on the telephone with taking details and logging in their triage requests on their behalf.

10. Date of Next Meeting

Monday 28 September 2026 at 6:00 pm