

PPG Meeting 9.4.26

Attendees:

Valerie Stanislas (VS), Diane Taylor (DT); Gaynor Lloyd (GL), Keith Perrin (KP); Brenda Baker (BB); John Carroll (JC), Ian Preskett (IP);

Apologies: Grace Balogun (GB), Gobind Grover; Elizabeth Wulff-Cochrane, Khairounnissa Asaria (KA)

TOPIC	INFO	COMMENTS
Matters arising from last meeting		
List Size		7769 – a reduction of 175 patients. This reflects the list cleanse completed by PCSE (Primary Care Support England). This list cleanse has a significant financial impact on the surgery. The cleanse aims at identifying ‘ghost’ patients who may no longer be registered at the practice. This cleanse means we have to attempt contact with each patient and verify their home address. This process creates an admin pressure. The practice has found patients who have been removed then contact the surgery and request re-registering. It is important for patients to keep their contact details up to date.
Staffing changes		Dyan has retired from service after 21 years. The full-time post has been split into 2 part-time positions. We have successfully recruited to the posts and Kate and Shital are due to start w/c 13.4.26. Afternote: Both ladies are in post and doing well.
Appointments/DNA Rates (“Did Not Attend”) and telephone appointments generally	Improvement	The DNA rate (did not attend) has significantly increased particularly in May. We were short staffed but the incoming calls stayed at the same rate, 1,000 down on the previous quarter. Over the period, we have lost the following number of minutes available for appointments for other patients through DNAs GP – 810 minutes Nursing – 600 minutes January 2026: GP appointments 11 26 57% reduction Nursing/HCA appointments 45 59 24% decrease Total DNA appointments 56 85 34% reduction February 2026:

		GP appointments 16 30 47% reduction Nursing/HCA appointments 80 612 33% increase Total DNA appointments 96 36 167% increase March 2026: GP appointments 22 17 29% increase Nursing/HCA appointments 76 47 71% increase Total DNA appointments 55 77 29% decrease It is hard to establish why the DNA rate shot up, especially for nurse appointments but they include for travel immunisation and child immunisations booked but then the patients do not turn up. Some can be double appointments.
Complaints and Comments	10	As discussed in the previous meeting following the website update there had been some complaints which had not been seen by the surgery. These patients were contacted, advised and the complaints since the last PPG meeting are listed below (which include the catch up from the issue with the website): SUD078 - Not happy with Dr [] tone during consultation. SUD079 – Unhappy with their interaction with reception when booking an appointment. New patient felt it was not of a high standard. SUD080- Unhappy with the waiting times on the telephone system. Patient had missed the call back so had to call again and felt frustrated. SUD081 - was raised with PALS at NWP. Complaint mainly about secondary care. Despite requests, complainant failed to provide consent, so the complaint cannot be investigated further at the surgery. SUD082 – Unhappy with the prescribing choices and over the counter suggestions for her family. SUD083 - Unhappy with medication management for his son's ongoing care SUD084 - Unhappy with lack of communication regarding referrals for his daughter to see a specialist.

		SUD085 - Dissatisfaction with the receptionist's attitude. SUD086 - Dr [] cancelled appointment and told patient to rebook with interpreter. SUD087 – New patient unable to get appointment for children. VS provided an overview of the complaints, the reception team and changes to staff. We also discussed the difficulty of providing patients with the appointment at the date and time they want as this is not always possible. It also causes misunderstandings that the NHS app shows a precise time for a patient's telephone appointment, when the appointment has been made within a range of times. Similarly SMS messages are "all or nothing", so the range of times can't be shown. We also discussed the challenges of booking 'on the day' interpreters as we often to rely on Language line when requests are urgent. (There are 140 languages in Brent) When a patient books a routine appointment in advance, it is easier to get a face to face interpreter.
Survey		Not discussed, however, we will do another patient survey later in the year.
QOF	420/564 points	Poor QOF year. Main area of deficiency: Blood pressure Vaccinations lost 3 indicators totalling 54 points due to parents declining them or attending outside the recommended schedule. Even if the vaccinations are all offered to all, and they are refused, this is not taken into account and the score is zero for each indicator.. As in many previous meetings of the PPG, we discussed the difficulties in achieving this indicator as many patients decline immunisations and Cervical screening 25-49yrs with an adequate test in the preceding 3yrs6m. Brent is holding pilots to see how the issue of low take up on vaccinations and cervical smears can be improved but our surgery has not been asked to take part in the pilot. There is also an issue in relation to blood pressure/hypertension management. Again there is an issue of patients not coming in for reviews and management appointments on a variety of conditions where blood pressure is relevant. This is

		a major issue on QOF failure. Plan to hold a healthcare event targeting Hypertension management to raise awareness of the importance.
Telephones		Call answering has improved at the surgery. We will see a small dip before improvement with 2 new staff joining. 5,213 March 4,887 February 5,606 January
e-consult		Not discussed today. E-consultations are steadily increasing and over 90% of those received are processed by the end of the next working day.
Next Meeting: 9 July 2026 1pm		