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**Minutes Patient Participation Group Forum**

**Minutes of meeting - Wednesday 9th July 2025, 6pm-7.30 pm**

**Waltham Forest GP Federation ,** [**500 Larkshall Road, London, E4 9HH**](https://www.google.com/maps/place/WF+Federated+GP+Network/@51.6083183,-0.001316,19z/data=!4m13!1m7!3m6!1s0x48761e02b6708aff:0xa14b9bf26e4449df!2sLarkshall+Rd,+London+E4+9HH!3b1!8m2!3d51.6093846!4d-0.0013634!3m4!1s0x48761e0299fab97d:0xe3de3c86baa74d2c!8m2!)

Attendees

Andy Agathocleus (AA) – SMA

Trevor Calver (TC) – Old Church

Marilyn Gould (MG) – The Ridgeway

Sharon Hanooman (SH) – Kiyani/Public Health Social Prescriber

Jackie Illes (JI) – The Ridgeway

Ann Korner (AK) – Old Church

Catherine Mears (CM) – Old Church

Patrick Morgan (PM) – Addison Road

Veronica Neblett (VN) – The Manor Practice

Gail Penfold (GP) – Penhryn (online)

Yvonne Scott-Henry (YSH) – Harrow Road

Karen Sobers (KS) - Sinnott

Suzia Riasat (SR) – WF GP FedNet Operations & Service Development Manager

Dr Sheraz Younas (SY) - WF GP FedNet Medical Director

Dianne Barham (DB) – Healthwatch Waltham Forest (Chair)

David Hastings (DH) – Healthwatch Waltham Forest (Secretary)

Apologies: Philip O’Herlihy - St James, Yakub Rahman - Wood Street.

**Welcome and introductions.**

**Minutes of last meeting were approved.**

**CQC**

DB reported that the CQC are quite busy, as they have been doing some inspections in the area so they are unable to attend. Will try to pin them down. [ACTION: DB]

**Inclusive Health – Enhancing Patient Voices and Digital Support project**.

SR confirmed that the application for funding for this project from the Social Prescribers Community Chest fund has been successful. The plan is to hold an event for all GPs with support from FedNet/Healthwatch /PPG Forum members to communicate and engage with patients to encourage them to join their own PPGs.

SH said they were considering Walthamstow Library as a venue.

TC said that the five wards in Waltham Forest with the highest proportion of over 60s were in Chingford. He emphasised that this group was likely to be excluded digitally hence the importance of face-to-face meetings.

SH said that her surgery building closes at 6pm so some hybrid meeting is required.

DB agreed that Healthwatch would find out what PPGs are running [ACTION : DB]

KS said her PPG’s first meeting had only two people. Needed adverts in the surgery or online.

VN said that her PPG had held online meetings during COVID that attracted 30 people but they became moaning sessions. When face-to-face meetings resumed only seven people turned up but some still raised complaints

PM said that his PPG had a no complaints policy and had removed AOB from agenda as that generated complaints. Contacting people by text has been very good but that has been curtailed due to cost.

TC suggested an advert in the council’s Waltham Forest News. It is published four times a year and was delivered free to most households in the borough.

CM agreed to provide SR with a copy her proposal. [ACTION: CM]

SR suggested setting up an email group for members to discuss ideas for this event including what to name it. [ACTION: SR to set up group].

**Update on future of Healthwatch**

DB reported that the Government has announced it will abolish Healthwatch. This was a bombshell and there is not much detail available now. It will require legislation to accomplish this. Functions of local Healthwatch are to be split between the Integrated Care Board (NHS) and the Council (adult social care). It might take 1-2 years to accomplish this. The Government is also abolishing the National Guardians Office and several NHS safety organisations.

TC suggested inviting the Health Minister to our meeting.

Here is a link to the [NHS 10-year plan](https://www.gov.uk/government/publications/10-year-health-plan-for-england-fit-for-the-future).

**Neighbourhood Working**

DB informed the group that Pat Smith will come to the next meeting to discuss neighbourhood working in locality hubs making services more accessible and working together in the same building. Not just health services but potentially other services like benefits and employment advice.

PM said that some property owners of NHS facilities are charging a lot of money. DB said that the ICB are looking at a Facilities Strategy across North East London.

TC wondered how much will the hubs cost. DB replied that the ICB will look at affordability and flexibility. Services could share the same space.

CM said that hot desking works. AK said that based on her daughter’s experience at Barclays that there are difficulties.

CM suggested setting up desks in nursing homes.

DB agreed activities in care homes would make it more interesting for the residents.

DB added that Healthwatch’s survey on locality hubs had asked people what services they wanted in the hubs. Surprisingly they wanted mental health services.

CM said that there are mobile services for asylum seekers.

DB added that the hubs needed to incorporate services for the homeless.

AA said that his surgery is open 12 hours. Would hubs be open for that long?

AK said that there would be still be a wait for services like mental health.

DB responded that there might be the benefit of support groups while you are waiting.

AK said that some people don’t’ get involved as they think they cannot change anything.

DB said that there is a workshop on 21st July at the Score Centre in Leyton where people will be asked what they want but it is important to know what people can actually influence. Can they decide on the colour scheme? What services are in it? We already have many insights.

CM asked if they had looked at other countries or even other parts of London.

PM mentioned the hub at Bromley-by-Bow.

DB said the main aim was to reduce A&E attendance but might not save money.

**Healthwatch Enter and View programme**

DB said that our Enter & View visits are patient led and not CQC visits. May not do as many now.

**Edmonton Incinerator**

DH said that Public Health had provided Healthwatch with asthma data by wards. Showed this data on a ward map. There were five wards with over 6% of people aged over six with asthma – Higham Hill, in West Walthamstow, had the highest rate of 6.3% plus 4 wards in Chingford. Leytonstone ward, in the south of the borough, had the lowest rate of 4.2%. Public Health also provided a link to a UKHSA report that analysed 12 studies (from the UK and Europe) on the impact of living nearing a municipal waste incinerator. This report concluded no clear evidence of health risks.

TC said that there was only one PM2.5 monitor in the borough at Leyton. Council had promised to install one at Crooked Billet roundabout. Added that GPs should be asked how many children have asthma.

SY thought that this forum was not appropriate to follow this up.

**PPG Feedback**

SY said some work had been done on electronic blood tests. Swiftqueue does have the functionality but ICB have not spread it widely. Will look into this further. [ACTION: SY]

SH said she could not book a GP appointment two weeks in advance. Have to call on the day.

PM said his surgery have to shut down the online system early as they do not have the capacity to look at all the requests.

SY said the requests should go to admin staff first.

DB asked if FedNet had any information on how the system should be. How will the 10-year plan change thing so PPGs can understand how GPs work.

SY replied that they did not know yet how the 10-year plan would affect things.

AK feared the effects of the introduction of AI as it’s known, even by AI experts, that AI makes many of mistakes.

**AOB**

There was an outstanding action from last meeting to design a standardised poster for GP waiting rooms about DNAs. SR said she could only send posters to surgeries electronically. Action carried forward.

Link to Healthwatch England research - [The “choice gap”- do patients get the choices they want from GP care?](https://www.healthwatch.co.uk/report/2025-07-02/choice-gap-do-patients-get-choices-they-want-gp-care)

**Next meeting**

DB suggested 2nd/3rd or 4th of September. [ACTION DH to send out email]

**Summary of Action Points**

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| **Action** | **Assigned To** |
| Invite a CQC representative to a future meeting | Dianne Barham (DB) |
| Healthwatch to find out which surgeries have an active PPG | Dianne Barham (DB) |
| To send Suzia Riasat (SR) a copy of proposal | Catherine Mears (CM) |
| Set up email group to develop the PPG event | Suzia Riasat (SR) |
| Look further into electronic blood tests | Dr Sheraz Younas (SY) |
| Design a standardised poster for GP waiting rooms about DNAs (Did Not Attend) | Not assigned |
| Send email to group members about next meeting date | David Hastings (DH) |