****

**Minutes Patient Participation Group Forum**

**Minutes of meeting - Monday 28th April 2025, 5.30pm-7 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

Liz Cooke (LC) – Harrow Road

Marilyn Gould (MG) – The Ridgeway

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

Catherine Mears (CM) – Old Church

Yakub Rahman (YR) - Dr Ivbijaro

Philip O’Herlihy (PO) - St James (online from 6pm)

Gail Penfold (GP) – Penhryn (online)

Karen Sobers (Sinnott)

Robert Gay (RG) – NELFT Governor

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

Sarah Mann – (SM) WF GP FedNet

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

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

Apologies: Dr Sheraz Younas (WF GP FedNet Medical Director), Naila Mir (Old Church).

**Welcome and introductions.**

**Minutes of last meeting were approved.**

**CQC**

DB - we will invite a CQC representative to a future meeting. [ACTION: DB]

**Encouraging more GPs to have active PPGs**

DB said that we do not have a contact for each PPG. When Healthwatch Waltham Forest relaunched the PPG Forum in 2024, the North East London ICB refused to give us a list of practice managers so we had to send an email to the ICB who forwarded it to the GP practice managers who should have then contacted their PPG. Some said they did not have a PPG.

SR said that FedNet could ask the GPs for the latest minutes of the PPG.

AA said that it’s part of the GP contract to have a PPG.

DB said we should ask the CQC what they look at during inspections regarding PPGs. . [ACTION: DB]

LC said that she had spoken to the CQC during a recent inspection. The report has not been published yet.

RG said we should tell the CQC which GPs have not given us minutes

Inclusive Health – Enhancing Patient Voices and Digital Support project.

The application form for funding for this project from the Social Prescribers Community Chest fund was circulated before the meeting.

SR said that four events were planned – one in each of the borough’s areas - Chingford, Walthamstow, Leyton and Leytonstone. Patients would to attend and learn all about PPGs with examples of other PPGs and what they have done. If their practice didn’t have a PPG they would be encouraged to start one. PPG members can be recruited at this event.

TC asked if they had a list of what PPG literature was at GPs. SR answered that this could be part of the project.

RG said that people who were happy with their GP would join the PPGs so we would not reach those who were unhappy.

TC added that most PPG members were 60+ and there were high concentrations of these people in the Chingford wards.

But people who are working won’t have time to attend the PPG meetings so should the focus be on elderly people rather than all underrepresented groups? A lot of elderly people are digitally excluded.

LC said that Harrow Road PPG has a small room for 18 people. They did a survey to attract new members and had 135 applicants of all ages. Some pulled out when they realised it was not a forum for complaints. Set up a virtual room to increase attendance and some people just received minutes.

AA said SMA PPG signed up people at events.

DB said we could link interested people from the events to their practice’s PPG but we could also keep them as a separate group to engage with.

SH said that they had 50+ applications for Community Chest funding. CM asked SH to check that her application for PPG funding qualified as she was using the Chingford Residents Association bank account. [ACTION: SH]

**Same Day Access**

DB said this had been raised at NEL level but no response yet.

**Edmonton Incinerator**

DB had emailed Laura Stoll (Public Health) to chase up. TC said that Cllr Clyde Loakes is suddenly worried about the chemical Particular Matter 2.5. TC added that wards in Chingford have high infant mortality rates and asked how many people have pulmonary fibrosis in Chingford. [ACTION: DB to look at population health data.]

**Healthwatch Waltham Forest Enter & View GP visits**

DB announced a series of visits to GPs this year. We have a well-trained group of volunteers and staff to talk to GP staff and patients. We have already done the Manor Practice and in 2025-26, we are planning to visit Leyton Healthcare (early May), Crawley Road, Kiyani, Lime Tree, Ecclesbourne and Francis Road GPs. DB said that as there are fewer patients actually in waiting rooms we would ask Practice Managers if we could phone up some patients.

**Waiting Room information**

TC presented a sample of posters he had retrieved from GP waiting rooms which were appreciated by the group SH took them away. DNAs could be shown and how much DNAs costs. Is there information on DNAs on practice websites?

YR said they had hand-written signs up at Comely Bank clinic which he thought was effective. YR added that his PPG would have their own notice board. SM thought a standard poster would be good which practices could insert their own information. DB agreed we should design a standard poster.

**SEND report**

DB said this had been circulated for information.

**St James Practice**

PO said that he had just attended his PPG meeting before joining this meeting. He said that the practice was functioning well despite the reduction in consulting rooms from 12 to 4 as they had extended hours. There may be a problem moving to the new premises in Jazz Yard by January 2026. The practice is not happy with Forecasts of enormous service charges and NHS PS becoming the lead tenants. The ICB had suggested moving the Firs into Jazz Yard. PO asserted that it was important to keep the practice financially viable to continue providing its services.

PO added that NELFT phlebotomy clinic that had moved to Comely Bank from St James was not moving into Jazz Yard

**Penhryn Practice**

GP said that the practice works had been completed and the Gardening group will be back up and running. Recruitment to the PPG would be more representative. GP claimed that the practice GPs had been subjected to some nasty racism. She asked how to educate patients.

**Equality**

PO believed that the Equality and Human Rights Commission and the NHS had overreacted to the recent Supreme Court ruling on the definition of “women” and “sex” in the 2010 Equality Act. Trans women would be forced to go on a men’s ward.

**Phlebotomy**

RG said that NELFT’s booking system was supposed to work but if a GP wanted a patient to have an urgent blood test then the booking system would not suffice so they needed to have walk-in appointments. He also wondered if GPs could have a system of makring blood test forms as urgent. RG asked for his email address to be circulated to the group - [robertgay.e11@outlook.com](mailto:robertgay.e11@outlook.com)

**Next meeting**

It was agreed not to have the next meeting on a Monday. Wednesday June 25th was suggested as the date from 6pm to 7.30pm. GP said that it needed to be an accessible place that would take her mobility scooter. She suggested Chingford Library, Chingford and Walthamstow fire stations had free community rooms.

**Action Points from PPG Forum – 28 April 2025**

|  |  |
| --- | --- |
| Action | Assigned To |
| Invite a CQC representative to a future meeting | Dianne Barham (DB) |
| Ask the CQC what they review regarding PPGs during inspections | Dianne Barham (DB) |
| Tell the CQC which GP practices have not provided PPG meeting minutes | Not specified (group responsibility) |
| Check eligibility of PPG funding application using Chingford Residents Association bank account | Sharon Hanooman (SH) |
| Look at population health data on pulmonary fibrosis and infant mortality in Chingford | Dianne Barham (DB) |
| Design a standardised poster for GP waiting rooms about DNAs (Did Not Attend) | Not specified (shared task) |
| Circulate Robert Gay’s email address to the group (robertgay.e11@outlook.com) | Not specified (admin task) |