

Minutes of the Patient Participation Group Meeting

Abernethy House Surgery

Date: Thursday 27 November 2025

Time: 2:00 pm

1. Welcome and introductions

The meeting opened with greetings and introductions.

Attending from AHS: Dr Ihab Youssef, Dr Adhavan Sugumar, Mrs Iman Habib, Ms Sidhy Valla

PPG Attendees: Mr Eric James, Mrs Hilda Singh, Mrs Helen Bryant, Mr Mike Eppel, Mr Alan Wynne, Mr John Fernandes

2. Minutes of the previous meeting

The previous email summary from 25 January 2024 and recent PPG network updates were noted and accepted.

It was noted that the recent retirements and staff changes in the surgery made it difficult to arrange an earlier meeting. Our plan is to meet every six months, while keeping the PPC updated by email in the meantime.

3. Practice development updates

a. Partnership and staff changes

- Updates included the retirement of Dr John Gubbay from partnership, now continuing as a Salaried GP two days per week.
- Appointment of Dr Adhavan Sugumar as the new GP Partner.
- Maternity leave updates: Dr Shom Shaswar is currently away and Dr Charlotte Hemingway has returned.
- Departures of long-serving staff: Lynsey Weaver, Michelle Magona and Francis Poh.
- Promotion of Ms Sidhy Valla to Senior Receptionist and recruitment of seven new part-time administrative team members.

b. Telephone system

The upgraded system was reviewed, including call recordings, call-back options and improved queue management.

c. eConsult

- Approximately 580 eConsults are received each week, including online and telephone requests.
- Operating hours are 08:00 to 18:30 and requests after 4 pm are reviewed the next working day unless urgent.

d. Appointments Provided:

- Activity data shared for the past 12 months:
 - 31,169 appointments
 - 11,961 GP messages
 - an average of 27 same-day emergency appointments per day, 18 urgent appointments,
 - 2 to 5 home visits daily.

e. New software used at the surgery

The practice summarised the digital tools introduced, including:

- Heidi for consultation transcription
- Docman Workflow Assistant for document processing
- GPAutomate for filing normal results and sending information messages.
- eRS referral system

All systems use strict monitoring and governance.

f. BP Campaign

The ongoing blood pressure awareness campaign was noted.

g. Flu vaccine uptake

- 902 flu vaccinations have been administered so far this season.
- COVID vaccinations remain available at Carlton House Surgery and can be booked via the NHS App or by calling 119.

h. Friends and Family Test

October results were shared:

- Very good 333
- Good 33
- Neither good nor poor 13
- Poor 6
- Very poor 4

The positive results were noted by the PPG, particularly the strong feedback from the Friends and Family tests.

4. Patient access and NHS App promotion

The practice continues to work with our Social Prescriber and Age UK to support patients with the NHS App. Weekly computer help sessions remain available at Age UK.

5. PPG email

The dedicated PPG email address remains active for communication and questions.

6. Any Other Business

- Members raised the suggestion of a practice newsletter. The practice confirmed the 2025 edition has been completed, shown during the meeting and will be uploaded to the website.
- Members asked whether the mandatory one-minute introductory message on the phone system could be shortened or removed. The practice will explore whether changes are possible with the provider.
- Most members of the PPG were not aware that we have a social prescriber in the surgery. The social prescriber provide non-medical support for issues like loneliness, housing, finances, or accessing community groups, and help patients connect with local services. This complements the GP team and gives patients wider, more practical support.
- Two members of the PPG are attending the PPG network. We discussed the purpose of the network, how they can bring back new ideas from other PPG representatives in the area, and how they can share examples of good work from our surgery with the wider group.

7. Date of next meeting

The next meeting date will be arranged and shared with members.