



KINGSMEAD HEALTHCARE
PATIENT PARTICIPATION GROUP
Agenda & Minutes 11 June 2025 @ 13:00

Agenda

1. Present & Apologies for Absence
2. Minutes of the Last Meeting & Matters Arising
3. Updates on Ongoing Work Strands
4. New Work Strands – Patient Driven Initiatives
5. Patient Suggestions
6. News from the Practice
 - City & Hackney Practice Network
 - City & Hackney CCG & GP Confederation
 - Department of Health & NHS England
7. Out of Hours Service
8. Staff Updates
9. Pharmacy Updates
10. Any Other Business
11. Date of Next Meeting

Minutes

- 1. Present: DS / MGM / BM / SK / SH / JA**

Apologies for Absence: CM / FOA / SM

MGM in the Chair - welcomed all members of the Kingsmead PPG Meeting.

Minutes of the Last Meeting & Matters Arising

The minutes of the last meeting were agreed by members present as a true reflection of the proceedings and signed off by the chairman. There were no matters arising.

It was agreed that the PPG would carry over some of the ongoing items on the agenda (see attached) whilst adding to the worklist over time.

The chair thanked all the members for their time and effort in helping the Kingsmead PPG continue to be an effective platform for patients' contributions and ideas for the overall betterment of the Practice.

- 2. Updates on Ongoing Work Strands**

Please refer to the agenda for 2025-26.

Although PPG monies were allocated from the 2023-24 budget to the improvement of the flooring in the waiting area, a PPG review with the surgery team on the Practice's priorities redirected the expense to the replacement of the fire alarm

system, consisting of one basic board and one sounder, installed in 1986! However, the decision was also to keep the improvement of the flooring very much on the agenda for 2025-26.

The PPG has its own set of dedicated noticeboards in the waiting area, as suggested in 2024-25.

3. New Work Strands – Patient Driven Initiatives

- A. The process of choosing a name for the garden space was still a matter for discussion as the garden is in honour of Carol, but it is also for those we have lost in the local community, many of them being patients at the Practice.
- B. The possibility of having a mural on the backdrop garden wall was also mooted and it was hoped that Sanctuary Housing would approve any plan for painting on the boundary wall.
- C. The chair suggested that following the decision to actively discourage patients, visitors and staff from spraying / wearing fragrance due to their potentially adverse effects on the breathing of some vulnerable patients and staff, it was logical to review the application of the government's new guidance on indoor air quality.

Air quality: UK guidelines for volatile organic compounds in indoor spaces
<https://www.gov.uk/government/publications/air-quality-uk-guidelines-for-volatile-organic-compounds-in-indoor-spaces>

The specific guidance notes can be found [here](#).

With the UK population spending on average around 80-90% of their time inside buildings, and up to 60% of their time in their homes, poor indoor air quality may cause or aggravate odour and irritation, allergic and asthma symptoms, airborne respiratory infections, chronic obstructive pulmonary disease, cardiovascular disease and lung cancer. Due to their properties, VOCs (volatile organic compounds) are widely used in construction and building products (e.g. paints, varnishes, waxes, solvents), in household consumer products (detergents, cleaning products, air fresheners and personal care products) and are also emitted while using electronic devices such as photocopiers or printers.

It is intended to inform discussions on source control, raise awareness of the potential impacts of pollutants at home, and aid in improving the health and wellbeing of the general population.

Key Guidance Areas

- **Ventilation:**
 - **New Builds:** Mandate higher ventilation rates and mechanical ventilation for airtight homes (Building Regulations Part F).
 - **Existing Homes:** Use trickle vents, extractor fans (kitchen/bathroom), open windows for purge ventilation, especially when cooking, bathing, or using aerosols.

- **Pollution Sources:**

- **Moisture/Mould:** Prevent damp, repair leaks, avoid drying clothes indoors, use extractor fans, maintain 18°C+ temperature.
- **Combustion:** Use gas/electric heating, service appliances, avoid solid fuels/candles indoors, use extractor fans with cookers.
- **Chemicals:** Reduce use of sprays, aerosols, plug-in air fresheners; choose fragrance-free products; ventilate when cleaning.
- **Smoking:** Keep homes smoke-free.
- **Radon:** Prevent exposure (specific guidance available).

- **Building Standards:**

- NICE guidance links poor housing (damp, mould) to respiratory issues, recommending housing assessments.
- Building Regulations (Part F) sets limits for pollutants like TVOCs and requires adequate airflow.

- **National Targets:**

- The Environment Act 2021 sets legally binding targets for reducing fine particulate matter (PM2.5).

- **Health Professional Role:**

- [All Our Health resources](#) help health staff advise patients on reducing exposure, especially for those with asthma or respiratory conditions.

The PPG are of the view that this is a viable long-term project to promote information about the importance of safe air quality to its patients. Members will first complete the online course - an interactive [e-learning version of this topic](#) is now available to use.

4. **Patient Suggestions**

As suggested previously by patients, the new website now has a dedicated PPG page, the contents of which will be developed further during the course of the year.

Patients have also suggested the need for health promotion content on the TV screen in the waiting area – this will be addressed once the supplier has upgraded the operating system.

5. **News from the Practice**

The garden is in bloom!

The Practice is actively looking for a new salaried GP to replace Dr Anantha.

We will also have a new premises caretaker to replace Carol.

6. **Out of Hours Service**

Nil to report

7. **Staff Updates**

Nil to report

8. Pharmacy Updates

Nil to report

9. Any Other Business

Following discussions with the PPG, an agenda of work for 2025-26 was finalised at the meeting. Please refer to the PPG Agenda itemised list at the end of the minutes. This is, of course, a working document, subject to amendments throughout the course of the year.

The national patient Satisfaction Survey results showed a solid ongoing performance by the Practice team as perceived by its patients. Completion rates tend to be low for all Practices – 550 were sent out by the GP Patient Survey team and 86 were returned for the 2023-24 survey. The numbers were slightly higher at 98 for 2024-25.

The data for both years are appended below for easy comparison. Members were asked to digest the data and return with any comments m- submissions at the next meeting.

The detailed results of the survey can be accessed via this link:

<https://www.gp-patient.co.uk/PatientExperiences?w=1&practicecode=F84015>

2023-24

GP PATIENT SURVEY

Results from the 2024 survey

Kingsmead Healthcare



Practice details

Kingsmead Healthcare

4 Kingsmead Way, London E9 5QG

F84015 Practice code

550 surveys sent out

86 surveys sent back

16% completion rate

Overall experience

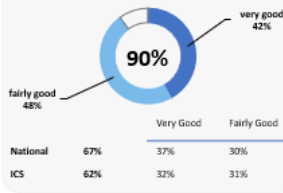
Good overall experience of this GP practice



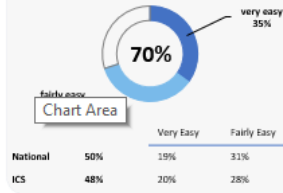
Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.
Data by Ipsos

Accessing the practice

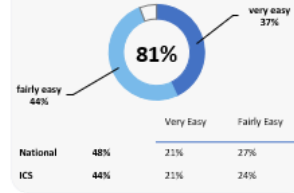
Good overall experience of contacting this GP practice



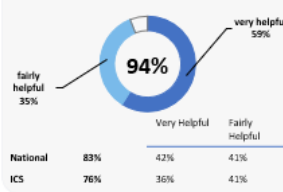
Easy to contact this GP practice on the phone



Easy to contact this GP practice using their website



Helpfulness of reception and administrative team at this practice



Knew what the next step would be after contacting this GP practice



Knew what the next step would be within two days of contacting this GP practice



For more information about this practice, please go to: <https://gp-patient.co.uk/PatientExperiences?practicecode=F84015>

2024-25

GP PATIENT SURVEY

Results from the 2025 survey

Kingsmead Healthcare



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Kingsmead Healthcare

4 Kingsmead Way, London, E9 5QG

F84015 Practice code

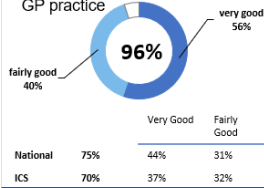
592 surveys sent out

98 surveys sent back

17% completion rate

Overall experience

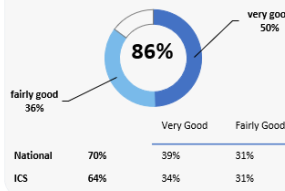
Good overall experience of this GP practice



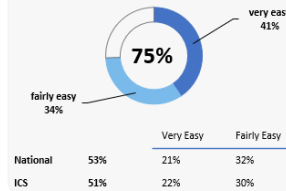
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Accessing the practice

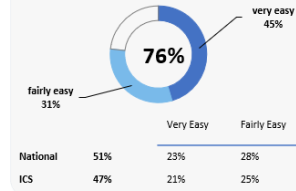
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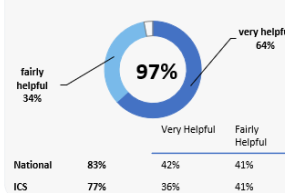
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2023-24

GP PATIENT SURVEY

Results from the 2024 survey

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F84015 Practice code

550 surveys sent out

86 surveys sent back

16% completion rate

Kingsmead Healthcare

Overall experience

Good overall experience of this GP practice

	Very Good	Fairly Good
National	74%	32%
ICS	68%	32%

Experience at last appointment

The healthcare professional had all the information they needed about the patient

	Definitely	To some extent
National	92%	35%
ICS	90%	36%

The healthcare professional was good at listening to the patient

	Very Good	Fairly good
National	87%	25%
ICS	83%	28%

The healthcare professional was good at treating the patient with care and concern

	Very Good	Fairly good
National	85%	25%
ICS	81%	28%

The patient was involved as much as they wanted to be in decisions about their care and treatment

	Definitely	To some extent
National	91%	30%
ICS	88%	34%

The patient had confidence and trust in the healthcare professional they saw or spoke to

	Definitely	To some extent
National	92%	29%
ICS	90%	33%

The patient's needs were met

	Definitely	To some extent
National	90%	33%
ICS	87%	36%

2024-25

GP PATIENT SURVEY

Results from the 2025 survey

Practice details

Kingsmead Healthcare
4 Kingsmead Way, London, E9 5QG

F84015 Practice code

592 surveys sent out

98 surveys sent back

17% completion rate

Kingsmead Healthcare

Overall experience

Good overall experience of this GP practice

	Very Good	Fairly Good
National	75%	31%
ICS	70%	32%

Experience at last appointment

The healthcare professional had all the information they needed about the patient

	Definitely	To some extent
National	92%	34%
ICS	90%	36%

The healthcare professional was good at listening to the patient

	Very Good	Fairly good
National	87%	25%
ICS	82%	29%

The healthcare professional was good at treating the patient with care and concern

	Very Good	Fairly good
National	86%	25%
ICS	81%	29%

The patient was involved as much as they wanted to be in decisions about their care and treatment

	Definitely	To some extent
National	91%	30%
ICS	88%	34%

The patient had confidence and trust in the healthcare professional they saw or spoke to

	Definitely	To some extent
National	93%	29%
ICS	90%	33%

The patient's needs were met

	Definitely	To some extent
National	90%	33%
ICS	87%	36%

10. Date of Next Meeting

10 September 2025

PPG AGENDA 2025-26

1. National Association for Patient Participation
<https://napp.org.uk>
All PPG members should visit this website before our quarterly meetings to help create and develop an agenda of work going forwards.

This link should also be made available to all patients via the PPG page of the Practice website
2. Patient Survey results Jan-March 2026 recommendations to follow-up published on website. All recommendations made in 2024-25 not acted upon to be reviewed for feasibility
3. Naming of Garden to be finalised without fail. Special newsletter to go out to all patients. There should be a discussion (and a final decision taken for activation in 2026) on opening days of the year, and which activities it can host
4. Mural on the boundary wall overlooking the garden – feasibility study to be carried out
5. How to advertise work experience for those wishing to take up a career in medicine? Website? Poster on noticeboard?
5. A dedicated newsletter page on the website the link for which should be sent once a quarter –
<https://www.kingsmeadhealthcare.co.uk/the-kingsmead-beat---the-practice-newsletter>
6. Raise the profile of Kingsmead and Kingsmead patients by publishing interviews of any 'famous' residents. Suggestion of names?
7. What can PPG do for carers at the Practice? Carer's package? Signposting carers to Hackney Carers Centre via letter along with copy of the link to their website from ours.
8. How can the PPG help the Practice in being designated a 'Dementia Friendly Practice'?
9. How can the Practice reduce its carbon footprint in 2025-26? The Practice is progressing the 'Green Agenda' (many sustainability measures were already taken towards achieving the targets in 2024-25) through the 'Green Toolkit'
10. Increase the uptake of NHS health checks, national screening programmes and child vaccinations through persistent advertising and calls from Practice staff
11. Actively promote public health campaigns such as Stoptober, Cancer Awareness Week and Antimicrobial Awareness Week.

Dates of the quarterly meetings

11.06.2025

10.09.2025

10.12.2025

11.03.2026