

# Kingsmead Healthcare



## KINGSMEAD HEALTHCARE PATIENT PARTICIPATION GROUP Agenda & Minutes 10 September 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 / CM / BM / SK / SH

#### **Apologies for Absence: FOA / SM**

DS Chaired the meeting - welcomed all members of the Kingsmead PPG Meeting.

2. **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.

3. **Updates on Ongoing Work Strands**

As per the 2025-26 agenda, work continues by the Practice on the 'Green Toolkit' whereby the Practice can aspire to become 'greener' in its everyday function. The Practice has already gone past the requirements of the 'bronze level' and working towards silver and diamond targets. This is an ongoing process and is as much about changing minds and hearts (attitudes and perceptions) from the individual to the collective, as it is about adopting changes in hardware.

Due to time pressures, the flooring review will take place not before December 2025.

#### **4. New Work Strands – Patient Driven Initiatives**

Posters notifying patients on the use of fragrances and what to do in the event have been posted in all rooms and other public areas of the Practice.

The work on understanding and managing air quality within the Practice and the nature of communication with patients in this regard will commence in earnest in December 2025 as no PPG members are available to dedicate their time to this issue.

#### **5. Patient Suggestions**

Nil to report

#### **6. Out of Hours Service**

Nil to report

#### **7. Staff Updates**

Ikran Muallim, Locum Receptionist, has left the Practice team, along with Maria Gordon, another Receptionist.

Dr Avishek Banerjee has joined the Practice team as a new part-time salaried GP.

The PCN pharmacist, Naina Phakey, will be leaving the PCN to pursue a career elsewhere in London.

#### **8. Pharmacy Updates**

Nil to report

#### **9. Any Other Business**

No members had any items for discussion.

#### **10. Dates of Next Meeting**

Dates of the quarterly meetings

11.06.2025

10.09.2025

16.12.2025

11.03.2026

**PPG AGENDA 2025-2026**  
**Kingsmead Healthcare**

1. National Association for Patient Participation **ONGOING**  
<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 Feb-March 2024:P computation of results and any actions / recommendations to follow-up – **DISCUSSED 19.06.2024**
3. Naming of Garden: timeline - **ONGOING**  
Discussion on opening days of the year, which activities
4. PPG dedicated noticeboard.? best location – **TO BE DECIDED**
5. How to advertise work experience for those wishing to take up a career in medicine? Website? Poster on noticeboard? **ONGOING**
6. A dedicated newsletter page on the website the link for which should be sent once a quarter. Is there a 'Latest News' page on the website? **UNDER DISCUSSION / DONE**
7. Face-to-face patient survey by PPG members (no staff members) of 20 patients of different age groups from a questionnaire as part of a new demand-access programme **DONE BY CW & BM March 2024**
8. Development of the range of Practice services: Recent introduction of 'Healthier Together Hackney' and proposed introduction of a 'community clinic'. What else? More community clinics / services if space allows. **ONGOING**
9. Raise the profile of Kingsmead and Kingsmead patients by publishing interviews of any 'famous' residents / patients.? Suggestion of names? **ONGOING**
10. What can PPG do for carers at the Practice? Carer's package? **ONGOING**
11. How can the PPG help the Practice in being designated a 'Dementia Friendly Practice'? **ONGOING**
12. How can the Practice reduce its carbon footprint in 2023-24? Can there be a plan in place for future years? Plan proposed via the NHS and Practices must sign up and complete toolkit by end of the year - **ONGOING**
13. Increase the uptake of NHS health checks, national screening programmes and child vaccinations through persistent advertising and calls from Practice staff - **ONGOING**
14. GPIIP – General Practice Improvement Programme for managing demand and access: PPG briefing at every meeting. COMPLETED 18.03.2024. Meeting briefed on how the GPIIP programme uses demand and capacity data in conjunction with appointment data analysed through a programme called APEX Edenbridge and EMIS

Workload tool to improve access with better dealing with patient requests for access at the first point of contact, including tools such as signposting. **DONE 19.06.2024**

15. Cancer patient pack to have PPG approval. **DONE**. Cancer package being sent to all patients are diagnosed with cancer.