

Kingsmead Healthcare



KINGSMEAD HEALTHCARE PATIENT PARTICIPATION GROUP Agenda & Minutes 11 March 2026 @ 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: JA / CM / BM / SK / SH / SM**

Apologies for Absence: CM / FOA

JA 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.

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.

5. **Patient Suggestions: PPG Budget Focus**

After due consideration, the PPG endorsed the suggestion of directing the 2025-26 budget to upgrading the Practice furniture for patients, which was last purchased in 1996!

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**

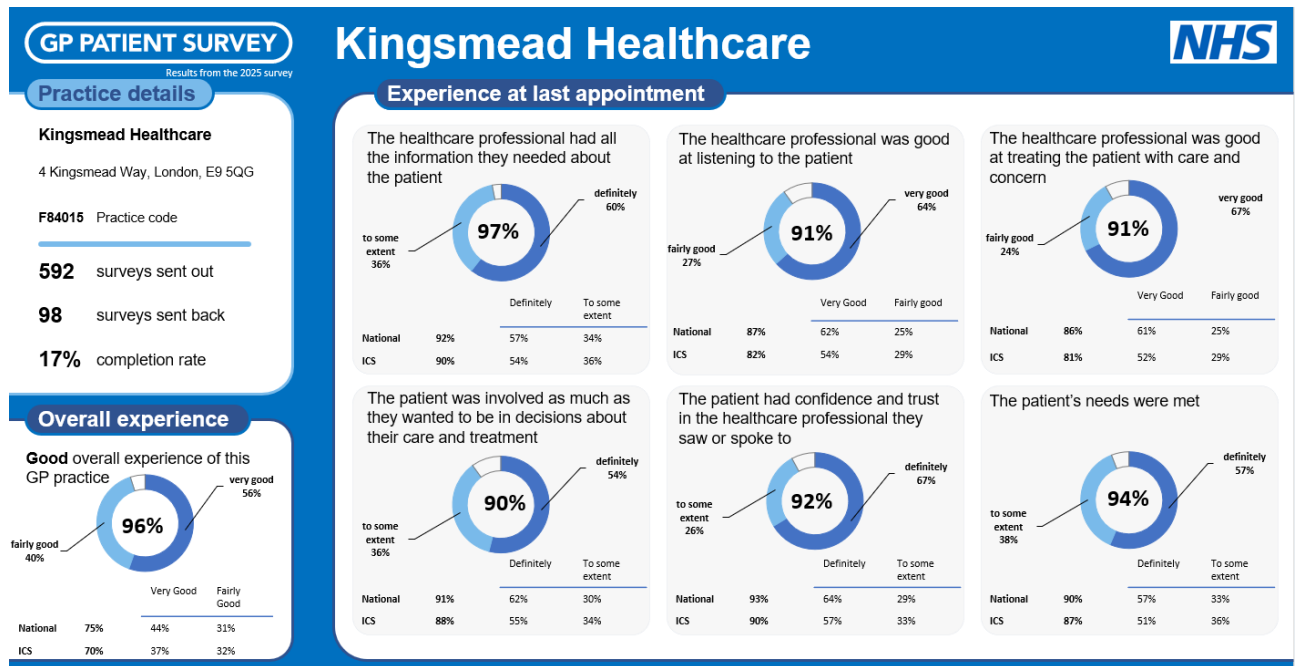
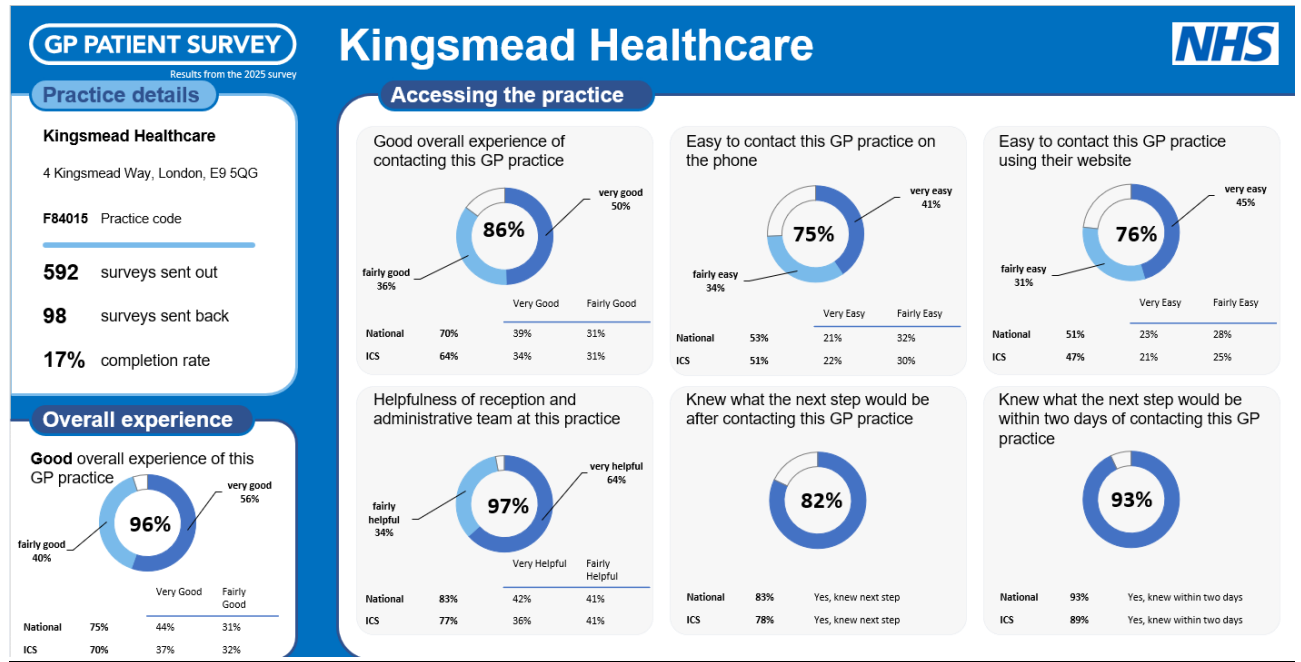
Nil to report

9. **Any Other Business**

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 – 592 were sent out by the GP Patient Survey team and 98 were returned for the 2025-26 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 - submissions at the next meeting.

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



Overall experience



96% describe their overall experience of this GP practice as good

ICS result: 70% | National result: 75%

For purposes of comparison, Data for 2023-24 and 2024-25 can be found in the minutes of 11.06.2025.

10. Dates of Next Meeting

Dates of the quarterly meetings

11.06.2025

10.09.2025

16.12.2025

11.03.2026

PPG AGENDA 2025-26 **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 2026: computation of results and any actions / recommendations to follow-up – **ONGOING**
3. Naming of Garden: timeline - **ONGOING**
Discussion on opening days of the year, which activities
4. PPG dedicated noticeboard in the patient waiting area – **DONE**
5. How to advertise work experience for those wishing to take up a career in medicine? Website? Poster on noticeboard? **ONGOING – one student booked for end of January 2026**
6. A dedicated newsletter page on the website the link for which should be sent once a quarter. **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 – **February 2026 & ONGOING**
8. Development of the range of Practice services: Recent introduction of 'Healthier Together Hackney' and introduction of a 'community clinic'. What else? More community clinics / services if space allows. **ONGOING – LGBT clinic already running once monthly**
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 referral already being done package? **ONGOING**
11. How can the PPG help the Practice in being designated a 'Dementia Friendly Practice'? **Practice is already contractually obligated in 2025-26**

12. How can the Practice reduce its carbon footprint in 2025-26? 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 – **DONE 2025-26 & 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. Demand & Capacity Active management - data analysed through a programme called APEX Edenbridge, EMIS Workload tool and other applications to improve access with better dealing with patient requests for access at the first point of contact, including tools such as signposting. **ONGOING**
15. Cancer information package being sent to all patients following diagnosis with cancer. This should also be introduced for asthma, COPD, and any other chronic disease diagnosed in General Practice. Diabetes is excluded as all newly diagnosed patients are referred for structured education. Epilepsy, CHD and other chronic diseases diagnosed in secondary care should be excluded as they are provided with information and education there. **ONGOING**