



Practice Meetings Template 2025

Meeting Name: PPG

Venue: HCFC

Date and time: Tuesday 13th May 2025 – 10am

Attendees	
John Jordan	Chris Koehli
Jan Koehli	George McDonald
Amy Hayes	Elaine Marchant
Charlie Cheeseman	Amba Dixon

Agenda:

- Agree Mins and Actions from the last meeting
- DWP advisor clinic update
- New Triage system Your GP practice - medical advice search screen test system for them to look at beforehand.
- Covid self-book pop up clinics
- Update re the new build
- New staff at the surgery
- Dr Rebello Marathon
- AOB

Minutes:

Agree Mins and Actions from the last meeting

- All agree
- Actions all complete

DWP advisor clinic update

- Amy has received great feedback from the patients who have had an appointment with Rahmat
- Explained the appointments are for those with financial worries to gain advice on benefits they can claim
- Foodbank vouchers can also be discussed and requested
- Rahmat visits the Hersham centre one morning every two weeks
- Charlie is going to see if we can claim some more visits (ACTION POINT)
- Amy feels the communication to the patients' need to be improved as patients have been arriving at the Surgery and then arriving late for the allocated appointment time with Rahmat at the Hersham Center

Action: CC to discuss with WHAM and Rahmat

- Charlie fed back to Amy the great feedback Rahmat gave regarding Amy and the hospitality and support she has received at the Hersham Centre

New Triage system Your GP practice - medical advice search screen test system for them to look at beforehand.

- the surgery are looking into a new triage system
- the patients will be able to add in their symptoms to the form and they will then be guided on whether an on the day appointment is needed or an advanced appointment link can be used
- the proposed idea is for the form to be open all day, closed Saturday's and re-open again on Sunday evening
- the system is being used at a surgery in Staines and is running well with good feedback
- John suggested sending the link to the PPG group for their feedback once our triage form has been created to make any tweaks needed
- The group felt the current website is not clear on when the triage forms are closed for a short time. Could a PAUSE button and message be added when the duty doctor has closed the form?

Action: CC to query this with IT

Covid self-book pop up clinics

- the surgery will not be holding spring season covid clinics as these are being rolled out in the community. A text will go out to those eligible with instructions of how they can book.
- Covid vaccinations will be restarted at Hersham Surgery in the winter season along with the Flu clinics
- the GP's felt that there are wider community clinics held across the area and there is no need for this at the surgery, considering the other clinical needs by the staff at Hersham during the summer months IE – Travel clinics.
- All agree

Update re the new build

- John and Charlie gave the group an update on the last meeting they attended with the councillors and residents association.
- Charlie is attending a meeting this afternoon with the ICB and Dr Pillai
- Feedback will be given at the next meeting
- All the local MP's are heavily involved

New staff at the surgery

- The surgery have a new HCA – Natalia – she will be holding blood test appointment clinics
- Zhora has taken over the role of Care Home coordinator

Dr Rebello Marathon

- Dr Rebello ran the Manchester marathon and raised £1000 for the Princess Alice Hospice

AOB

- Nothing to discuss

Next Meeting Date – Tuesday 1st July at 10am

Action Log

Action	Action Owner	To be completed when? If applicable
DWP visits – can we claim more?	CC	
Pause button and message on the website	CC	

Action Log – From last meeting

Action	Action Owner	Completed
discuss with Rahmat about directing patients to our social prescriber	CC	Complete
Get a contact at the ICB to arrange a meeting with Chris and Amy and possibly Dr Pepper	CC	Ongoing
add information on the website and posters up around the surgery on the social prescriber	CC	Complete