

The Crouch Oak Family Practice

**Patient Participation Group Meeting – Tuesday 14th April 2026: 5.30pm to 7.00pm
(In person at Surgery and online via Teams)**

MINUTES

Present:

Clive Hussenbury (CH)	Patient Representative (Chair)
Dr M J Sanchez (MJS)	Senior GP Partner
Dr M Kanag (MK)	GP Partner
Susan Goundry (SG)	Practice Manager
Pippa Tucker-Brown (PB)	Patient Representative
Patricia Maguire (PM)	Patient Representative
David Barker (DB)	Patient Representative
Annette Hart (AH)	Patient Representative
Richard Sanders (RS)	Patient Representative
Howard Lawes (HL)	Patient Representative
Yolanda Leadbeater (YL)	Patient Representative
Sara Hatchwell (SH)	Patient Representative

	Item	Action
1	<p>Welcome & Apologies & Introductions</p> <p>1.1 Yolanda Leadbeater (YL), Richard Sanders and Howard Lawes (HL) were welcomed as PPG Members attending their first meeting.</p> <p>1.2 Apologies: Dr N Asamoah (NA)/Julie Cowgill (JC)/Catherine Brunton Green (CB)/ Lisa Anderson (LA) / Robert Savill (ROS) / Fiona Bailey (FB) – Ottershaw PPG Chair / Dr M Nyekiova (MN) / Nick Conn (NC) / Bonnie May (BM) /</p> <p>1.3 Eva De Graaf (ED) has moved further away and resigned from the PPG.</p>	
2	<p>Declaration of any conflicts of interest</p> <p>Lisa Anderson is a Practice Manager elsewhere.</p> <p>No others declared.</p>	
3	<p>Minutes of previous meetings including interim meetings between chair (CH) and Practice Manager (SG):</p> <p>3.1 Considered Approved. Note that CH and SG have met 5 times since the last full PPG Meeting and the Minutes of our meetings have been circulated.</p> <p>3.2 To note that September 2025 meeting was cancelled as so few PPG Members confirmed attendance. Also a proposed December 2025 social was not confirmed as no suitable date could be agreed.</p>	

	<p>3.3 Also to report back on items:</p> <p>3.3.1 Pressures on COFP / Impact of new NHS GP Contract. The newly <u>imposed</u> contract requiring patient access online, by phone, and walk-in from 8am to 6.30pm leads to unlimited demand without any additional resource. COFP and many other practices close online access at times for the safety of patients, which is against the rules, but the phone lines are still open. The BMA is pushing back against the new contract. Some patients are abusing the system, constantly requesting attention. COFP wish to avoid at all costs a return to Waiting Lists or booking appointments weeks ahead.</p> <p>3.3.2 Covid Clinics DB & CH stressed that PPG Members are keen to support these and find them a valuable opportunity to engage with patients. The Spring Covid Booster season is now starting with visits to Care Homes/etc. Clinics are planned at COFP this Saturday (18 April) and on other dates, with 250 already booked for this week. These are NOT organised by the surgery, just hosted there – They are organised at PCN level (Dr Nyekiowa - lead) and these clinics cover all three practices, and nationally with booking via the national system. PPG Volunteers are welcomed to join a rota organised by the PCN Manager, Mel Shiel, via a WhatsApp Group. DB requested to be added to this. If anybody else would like to assist, please email me and I will get you added.</p> <p>3.3.3 Autumn Flu/Covid Clinics: TBA later in the year.</p> <p>3.3.4 Staff Name Badges now in place as requested by the PPG (a win for the patient/ PPG/surgery partnership) – Full names for GP's and senior staff; First name only for admin and reception team.</p>	ALL
4	<p>Matters arising from previous meetings not covered elsewhere</p> <p>4.1 Number of registered patients: Down on last time due to a clean-up of the list, but the general trend is upwards.</p> <p>4.2 Statistics on activity levels: See Newsletter for February figures</p> <p>4.3 Long overdue CQC Inspection still awaited. (Ottershaw took place early March) The inspectors/auditors will wish to speak to patients (who will be chosen at random from those in the waiting room) and PPG Members – Those present gave SG permission to pass their contact details to the auditors.</p>	
5	<p>Staffing/Practice Update – Crouch Oak/CoCO PCN/NICS Federation</p> <p>5.1 See Newsletter.</p> <p>5.2 Crouch Oak (See also item 3 above as well as 6.1, 6.2, 7.2 & 7.3 below)</p> <p>5.2.1 There is a plan to turn the unused ante-natal room into a Wellbeing Hub. More details to follow once they are known.</p> <p>5.2.2 COFP are considering taking back certain services currently provided by NICS.</p> <p>5.2 COCO PCN update from Dr Sanchez, incl. future of PCNs? https://cocopcn.gpweb.org.uk/ MJS said that the COCO PCN is still working very well, but that its days are likely to be numbered with the staffing/services being pushed into the 3 Surgeries and the greater focus on the new 'Neighbourhoods' structure, although it is not yet clear how those will work...</p>	SG/CH

	<p>5.3 Apparently the ICB Merger with Sussex has now happened, involving many redundancies meaning COFP/COCO do not even know at present who their contacts are...</p> <p>5.4 NICS Federation Update from Dr Kanag - MK is Chair of the NICS Board. This federation of 39 practices currently provides a range of services across Surrey including the overflow GP Service, First Contact Physiotherapy, Wound Care, the UTC (Urgent Treatment Centre) and the Home Visiting Service (although COFP do their own.)</p> <p>5.5 Patient Engagement Meetings (See Newsletter):</p> <p>5.5.1 To be held in the new Wellbeing Hub being created within the practice – Should seat 30+ in theatre style.</p> <p>5.5.2 Format, Date, Time – TBA, hopefully early May.</p> <p>5.5.3 Topic for first talk: Lifestyle Medicine by Dr R Adam.</p> <p>5.6 PPG presence & promotion (& recruitment): Ongoing challenge. Presence at forthcoming event and from time to time in new Hub can be used.</p> <p>5.7 Promoting use of NHS APP, especially for repeat prescriptions: Ongoing challenge. PPG Members may be able to help patients by presence in the new Wellbeing Hub and at events.</p> <p>5.8 Some patients, including some PPG members, do not get alerts about new messages or test results from the NHS APP. It was not clear why or how this can be fixed. CH to investigate.</p>	CH
6	<p>Key areas for focus (Update and/or Review):</p> <p>6.1 Patient Access. SG and others reported Feedback positive feedback on this aspect and said there are now very few complaints citing access. MK explained the triage system - Almost all patients seem to be happy with it. The group was also shown the Triage Hub and how it links to those manning the phones. Our MP, Dr Ben Spencer was very impressed with the system and the hub, suggesting it should be a model and that he would endeavour to get the Health Minister to visit COFP. The system leads to very few DNA's for triaged appointments, although they are still an issue for some other routine nurse appointments and Family Planning.</p> <p>6.2 Patient Feedback/Level of Complaints/FFT.</p> <p>6.2.1 Monthly FFT results can be found on the surgery web site at: https://www.crouchoak.nhs.uk/service/friends-and-family-test</p> <p>6.2.2 GOOGLE Reviews remain available. An issue seems to be that some negative reviews are not from COFP patients. All were encouraged to leave positive reviews when possible.</p> <p>6.2.3 The NHS review site has closed due to funding withdrawal.</p> <p>6.2.4 AH/SG and others reported that online feedback and chatter has been overwhelmingly positive for 9+ months.</p>	ALL

7	<p>Any Other Business:</p> <p>7.1 YL introduced Mind Warriors Addlestone: https://www.connecttosupportsurrey.org.uk/search-results/services/?id=0842c7d7-fc5b-424e-bfa4-b4020094a8a1 Check them out on Facebook. CH has previously circulated details. Key points: Venues are not publicised due to the attendance of vulnerable people. It is about Mental Health, not Mental Illness. Everything is now in place to apply for registration as a CIC (Community Interest Company) which should open doors and enable links with the Council and NHS.</p> <p>7.2 Advice & Guidance (A&G). MK explained the new system for referral into secondary care. More can be viewed here: https://x.com/DrSteveTaylor/status/2034551461057581222?s=2 The result will be: Even longer delays in being able to refer patients. Confusion with specialists not being aware that GP's cannot order certain tests, whilst others have to be done in a hospital environment. How this can be balanced with Jess's Law is an issue. But the Government being able to claim that they have reduced waiting lists, whilst all they will have achieved is preventing people getting onto the lists...</p> <p>7.3 Ambient Voice Technology / Ambient Scribing. (See my email of 9th April for full explanation) MK explained the system and said early trials at COFP were quite positive although did not appear to save the Doctors any time. Quality of patient interaction is certainly improved. The issue with continuing is likely to be cost once the central funding of the trial period ends. CH reported a very positive experience during an MSK appointment at St Peters. RS suggested an AI package should be developed specifically for GP use.</p> <p>7.4 DB questioned the system for alerting GP Surgeries about drug issues since he had recently received an advice from the surgery some long time after reading about it elsewhere. SG advised that the Pharmacy team received such alerts almost daily, reviewing and passing them on as appropriate. It was not clear why there seems to be a delay in surgeries being advised. SG To investigate.</p> <p>7.5 PB reminded us about the Wellbeing Walks and said that, time permitting, she aims to be more active in these. NB: <u>The current list of dates has expired so a new list is needed.</u></p> <p>7.6 MJS reported that there is a major issue with parents not having their children vaccinated...</p> <p>7.7 RS complimented the surgery on the recent Newsletter.</p> <p>7.8 PM commented the admin team is the most helpful!) COFP has had in a long time. She also reported that attendees at the Eileen Tozer Centre next door have been giving positive feedback about the Practice, particularly regarding the improved waiting room and the absence of posters where there were previously too many.</p>	
8	Date of next meeting: T.B.A.	CH/SG