

Minutes for Southcote Clinic Participation Group (PPG) Meeting

Wednesday, 24th June 2026 1.00pm –1:30pm online meeting Teams

Attended by: Magda Mazus (PM);

PPG Members: Linda Bedford; Hazel Fischbacher; Ed McDonagh, Suhas Sawant,

Apologies: Olivia H,Doreen W, Sharon E,

Meeting Subject item	Discussion	Actions assigned
1.Welcome	Meeting chaired by MM- Practice Manger. MM welcomed everyone and thanked everyone for attending the meeting. Everyone present introduced themselves.	
2.Practice/PCN updates	- Current PCN pharmacist in the practice is Jigna - Practice new HCA is Anna, Natalie is no longer with us - Practice is in the process of recruiting new Salaried GP from August/September	
3.Recent events- Dementia away day, Hypertension and Wellbeing event	Linda gave us an update re recent events that happened within the community - Hypertension and Wellbeing event from last week was well attended , Linda run the PPG stall promoting PPG group, names of patients willing to join PPG group were collected and will be shared with relevant practices, that covers our action point from the previous meeting re PPG promotion - Linda gave an overview about Happy to chat initiative promoted by Brunel University, voluntary and community based initiative designed to encourage social interactions and reduce loneliness in community, participants wear HAPPY TO CHAT badges , the concept is to organise Happy to chat coffee mornings for the PPG members within our PCN network - Dementia away day, MM attended a recent event on Dementia pathways in Hillingdon which showed ongoing work in Hillingdon through collaborations with CNWL, Alzheimer society and other local partners. As part of this initiative some patients will receive proactive wellbeing calls from PCN social prescribers to ensure that they are aware of the support available. The practice is also supporting dementia awareness by displaying information posters to help patients and carers access relevant advice and services.	
4.CRM reviews	Cardio Renal Metabolic reviews (CRM) This year, new integrated CRM reviews have been introduced for patients with metabolic, renal or cardiovascular condition. These reviews take a holistic approach focusing mainly on disease prevention, lifestyle changes and improving long term	

	health outcomes. In April we sent a questionnaire to all eligible patients to help identify their needs and support the review process. Patients are now being invited to attend CRM review and are asked to arrange their bloods first so the results are available for discussion. Patients then attend an initial review with a Healthcare Assistant (HCA), Practice Nurse, or PCN Pharmacist, depending on their clinical needs. Following this assessment, all patients have a final review with the pharmacist to bring together the findings, optimise medications where appropriate, and agree on management plan. Our aim is to coordinate these appointments into a "one-stop" clinic wherever possible, allowing patients to complete all elements of their review in a single visit. However, this may not always be possible due to limitations in clinical room availability and the pharmacist's capacity, as the PCN pharmacist provides clinics at our practice only once or twice a week while also supporting other practices within the PCN network.	
5. AOB	During a discussion about the NHS App, which the practice continues to actively promote, one of the PPG members advised that their NHS App still appears to be linked to PATCHS, the practice's previous online consultation platform. MM will investigate the issue and respond directly to EMc with an update. A PPG member reported that, sometimes repeat medications disappear from the repeat prescription section of the NHS App, requiring them to email the practice to request that the medication to be reinstated. MM advised members that, where possible, they should use the messaging/communication function within the NHS App to contact the practice about such issues so the message about medication should come straight into the system. It was also explained that this may be related to the clinical system, as some medications are automatically moved to the patient's past medication list when they require GP authorisation or have not been issued for a certain period. The practice will continue to monitor this situation and see if the timeframe before repeat medications are automatically moved can be extended.	
6. Agreed action plan	- MM to email PPG members details of next coffee morning event -MM to share details of the Hypertension Event planned for the end of the Summer -MM to respond to EMc re PATCHS link on NHS app Date of next face-to-face meeting November 2026, date to be confirmed soon so members can add it to their diaries, MM will liaise with Denise following her annual leave to agree suitable date so she could also attend	