PPG Meeting – Monday 11th May 2026

Attendees: David Green (Chair) E.P Daniels, Jessica Buck, Galates Kamenova, Marc Gander, Myra Farnworth, Nim Johnson, Dr Sarah Morgan, Claire O'Sullivan, Dr Komal Badiani. Ivan Shaw, Ruth Gibson & Yvonne Kyriakides (Remote)

Welcome

Welcome to new practice manager Claire O'Sullivan and two new partners Dr Sacha Dhangal (Apologies could not attend) and Dr Komal Badiani.

Comments and reviews book.

Most of the patient feedback was positive. One adverse review was noted. Going forward, (COS) will respond to comments of this nature, inviting patients to attend the practice to discuss their concerns and seek a resolution where appropriate.

Positive feedback was also recorded regarding the way the practice managed and supported a patient living with dementia.

Named GP

A comment was recorded regarding the named GP on the EMIS medical records system. The practice does not operate a patient list system where patients can only see their named doctor but are happy for patients to see any clinician and can change a patient's named GP if requested. It is not something used by the practice for any medical purpose. Continuity of care is important for patients and clinicians and where possible is accommodated for routine appointments booked in advance by asking the patient at the time of booking if they had a preference which clinician they would like to see. For urgent same day appointments, the practice cannot guarantee which clinician can be seen.

Directing Patients to 111

It was raised that there should be more information and signage directing patients to NHS 111 when the practice is closed. It was agreed that the practice will improve awareness by displaying posters in the waiting room and reception area, as well as providing information on the practice website and through patient communications such as the newsletter, Facebook, Instagram.

Mission Statement

Copies of the Practice's Mission Statement and Values were provided to the PPG for review. Members were invited to read the documents and provide any comments or suggestions for amendments.

Action - PPG members are asked to contact Claire within two weeks if they have any feedback or proposed changes.

Plans for Open day

Plans for the Open Day on 11 June are still being finalised, as a venue has not yet been confirmed. Potential locations include RFH, St John's, Downshire Hill, and Fleet Road School.

This year, there will be no external speakers. The PPG suggested that the event should focus more on the Practice and on issues that are currently of concern to patients. Suggested topics included how changes within the NHS may affect patients, recent government announcements, and what these developments mean in practical terms for local patients and the services they receive.

The aim would be to provide patients with clear information about current changes and an opportunity to ask questions about matters that may affect their healthcare.

Action – Claire to confirm date and time with David.

Health Promotion events

The Practice has MSK doctors with specialist expertise in sports and musculoskeletal medicine; we know how fortunate the Practice is to have this expertise available in-house.

The Practice would like to run a series of patient workshops on relevant health topics. The PPG suggested reviewing the wording used in promotional materials, as the term "Forum" may not be the most appropriate or engaging title. It was also recommended that email subject headings should be clear, friendly, and informative to encourage patient engagement.

Attendance at some previous health evenings had been disappointing. The group discussed whether sufficient notice had been given and suggested that future events should be advertised several weeks in advance to allow patients adequate time to plan and attend.

Maeve works closely with the management team and leads on this work.

Complaints Audit

Maeve presented a PowerPoint summary of complaints received over the past year. It was noted that the number of complaints has increased compared with the previous year. The group acknowledged that many people are currently facing challenges and that this trend is being seen nationally, not just within HGP.

Discussion took place regarding the nature of complaints received, with some members questioning how many represented significant concerns and how many reflected minor frustrations. It was recognised that, regardless of the severity, complaints can provide valuable learning opportunities and help identify areas for improvement.

Examples discussed included issues relating to prescriptions, where processes do not always work as patients expect. It was also noted that some difficulties arise from pharmacy stock shortages, which are outside the Practice's control.

It was noted that ordering repeat prescriptions through the NHS App appears to be working well and provides a convenient option for patients. Although it should not make a difference how medication is ordered.

The Practice regularly reviews complaints and feedback to identify learning points and make improvements where possible. It was also discussed situations where patients complain about delays to follow-up appointments or ongoing care, but the Practice does not always receive the necessary correspondence or updates from the hospital.

The PPG requested further information regarding complaints and concerns raised about staff. SM explained that staff regularly experience verbal abuse from patients, both face-to-face and over the telephone. While all staff have different levels of experience and abilities, patient expectations have changed significantly over time.

The Practice strives to be understanding and supportive of all patients, including those with mental health conditions, learning disabilities, and other additional needs. However, it was acknowledged that managing challenging situations can have an impact on staff wellbeing.

The group discussed the plastic screens at reception. Concerns were raised that the screens can make communication more difficult, as patients may struggle to hear staff and often need to raise their voices. Members questioned whether the screens are still necessary.

It was explained that the screens may remain in place if they help some staff feel safer while carrying out their roles.

Action - Claire agreed to discuss the matter further with Nancy and seek feedback from reception staff regarding how they would feel about the potential removal of the screens.

Premises Roy Shaw & Fleet Road

The lease for HGP is due to expire at the end of May. Discussions are ongoing, and regular meetings are taking place to progress matters. The Practice will continue to keep the PPG updated as developments occur.

The CEO of the RFH recently visited the Practice and is actively involved in supporting HGP. The PPG has received reassurance from the RFH regarding the situation; however, it was acknowledged that these processes can take time and are often more complex within the NHS.

Roy Shaw is currently being used only for meetings and training purposes. Due to many issues including with asbestos, it is not in use for any clinical work.

The Practice hopes that, in the future, the space may be used for neighbourhood working.

ICB Merger

A new structure is still being developed, with approximately 50% cuts in staffing. It is anticipated that there will be further changes in the future.

An email has been sent to Mark Emery regarding the CCPEG meeting, which was due to take place today but did not go ahead.

Neighbourhoods

No changes have been forthcoming regarding the issues raised relating to neighbourhood geography which is an issue for Hampstead Group Practice It was anticipated that the GP contract in April would have had more detail in it but now it looks like it will be next year. It was noted that Camden is identified as one of the loneliest areas in England and in our neighbourhood, there are plans for social navigators to work with individuals who are isolated

Collective action and Palantir

It was noted that the British Medical Association showed 98% of GPs who voted were not in favour of their contract from the government. In response the BMA is organising collective action as GP practices are unable to strike. This involves looking at our data sharing agreements and refusing to participate in further ones.

Regarding the single patient digital record and Palantir -SM is in contact with Steve Durbin who is the ICB Data Governance officer. He has advised that this is mandated by the Government. Patients are able to opt out if they choose not to share their data.

The Practice has reviewed relevant guidance on their website, with a focus on understanding what data is shared and how this process should be managed.

Action – to make this information more easily locatable on the practice website

Development with referrals.

There are ongoing concerns regarding UCH, which is experiencing significant staffing shortages and is struggling to provide timely follow-up care. It has been highlighted that this is placing additional pressure on primary care services. Appointments are constantly being cancelled. Similar is also occurring at Royal Free

AOB

A question was asked about the clarity of previous meeting minutes.

The group discussed the role of advocating for children and young people in Camden, particularly in the context of high levels of mental health concerns and depression.

It was noted that some services allow self-referral, and that this information could be helpful to share more widely with patients and families.

The Brandon Centre was highlighted as a key local service supporting young people's mental health needs.

The PPG agreed to share any relevant findings or information at the next meeting.

Next Meeting Date – 7th September 2026