

ADELAIDE PATIENT PARTICIPATION GROUP (PPG)
MINUTES 10 Dec 2025

Present: Belgin Bozahin (Practice Manager) Cathy Katz GP (Partner) Bee Thompson Carlie Newman Graham Williams Hilary Lance (Chair) Jamila Heinecke Juan Schehtman Peter D Sibson Sheila Rossan Potencial new members: Debbie Ensor Elsa Santos Jessie Gibson	Not in attendance: Michael Fletcher Sara Katchi Vanda Renton Mark Agathangelou Natasha Leith-Smith
--	--

Item	Action
Apologies and introductions	
As above and Peter welcomed back to the group	
1. Practice Update	
Staff changes <ul style="list-style-type: none"> • Two new experienced reception staff • Drs Jasvir Virdi & Stephanie Freedman back from maternity leave in the new year. • Full team with no vacancies • Belgin congratulated on her hard work achieving this 	Cathy Belgin
PAs: PPG member pointed out that receptionists and PAs do not always remember to tell patients that they are consulting a PA not a GP . Cathy and Belgin to reinforce the need to do this	
Friends and Family Test (F&FT) results . The last sample was small but showed that 90% of patients would be Extremely Likely or Likely to recommend the Practice. Two out of nine comments were very positive. One commented that the access to the test was not inclusive. The second that access to the surgery be improved (unfortunately an ongoing problem that has been thoroughly and repeatedly researched) PPG agreed that the achievement of wider access to the F&FT be sought .	Belgin

<ul style="list-style-type: none"> Practice Website. The new partner Dr Brill is working with practice staff to improve the website . Footfall - the Practice chosen platform – is easy to use but it was noted it is not directly linked to the NHS app. Members not familiar with Footfall were encouraged to access the explanatory video. Some members pointed out the increasing array of NHS IT systems which do not always relate smoothly with one another . Members to let Belgin know in writing any hitches on our website so this can be addressed as part of the this review 	
<p>2. ICB (Integrated Care Board) updates</p> <ul style="list-style-type: none"> Reorganisation In order to achieve 50% savings in running costs (admin and management costs - not services) North Central London ICB and North West London ICB are to merge to become West & North London ICB covering: a 4.5m population and 13 boroughs namely: Barnet, Brent, Camden, Ealing, Enfield, Hammersmith and Fulham, Haringey, Harrow, Hillingdon, Hounslow, Islington, Kensington and Chelsea, Westminster Neighbourhood update Five target groups: those at rising risk, long term conditions, care homes, housebound and those in the last phase of life 	
<p>3. Reaching a wider patient group</p> <p>This item was to start a more open discussion of these was no intention that this meeting would reach any firm decisions . We started to explore the pros and cons of e.g.</p> <ul style="list-style-type: none"> Open meetings Newsletter Annual report Extending the VPEG [Virtual Patient Group] Better use of the noticeboard Use of the tv screen <p>The discussion was a useful start for Belgin and Hilary work together</p>	Belgin Hilary

4. Feedback from Camden Public and Patient Engagement Group (CPPEG) meeting on 1 Dec 5

The agenda covered

- **Advice and Guidance** Outlined Advice & Guidance (A&G) offer to GPs, whereby Practices receive payment to utilise the service.
- **NLFT (North London Foundation Trust) Talking Therapies**
An overview of the service offer, which is aimed at individuals motivated to engage in structured, goal-focused therapy for anxiety and depression. i.
- **ICB Updates - ICB merger: + neighbourhood working**
- **Age UK Camden: update**
- **End of Life engagement activity**

Note: Detailed minutes circulated separately

HL/ Dec 25