

Kingsmead Healthcare



KINGSMEAD HEALTHCARE PATIENT PARTICIPATION GROUP **Agenda & Minutes 10 September 2025 @ 13:00**

Agenda

1. Present & Apologies For Absence
2. Minutes of the Last Meeting & Matters Arising
3. Updates on Ongoing Work Strands
4. New Work Strands – Patient Driven Initiatives
5. Patient Suggestions
6. News from the Practice
 - City & Hackney Practice Network
 - City & Hackney CCG & GP Confederation
 - Department of Health & NHS England
7. Out of Hours Service
8. Staff Updates
9. Pharmacy Updates
10. Any Other Business
11. Date of Next Meeting

Minutes

- 1. Present: DS / MGM / CM / BM / SK / SH**

Apologies for Absence: FOA

DS Chaired the meeting - welcomed all members of the Kingsmead PPG Meeting.

- 2. Minutes of the Last Meeting & Matters Arising**

The minutes of the last meeting were agreed by members present as a true reflection of the proceedings and signed off by the chairman. There were no matters arising.

It was agreed that the PPG would carry over some of the ongoing items on the agenda (see attached) whilst adding to the worklist over time.

The chair thanked all the members for their time and effort in helping the Kingsmead PPG continue to be an effective platform for patients' contributions and ideas for the overall betterment of the Practice.

- 3. Updates on Ongoing Work Strands**

As per the 2025-26 agenda, work continues by the Practice on the 'Green Toolkit' whereby the Practice can aspire to become 'greener' in its everyday function. The Practice has already gone past the requirements of the 'bronze level' and working towards silver and diamond targets. This is an ongoing process and is as much about changing minds and hearts (attitudes and perceptions) from the individual to the collective, as it is about adopting changes in hardware.

Due to time pressures, the flooring review will take place not before December 2025.

4. New Work Strands – Patient Driven Initiatives

Posters notifying patients on the use of fragrances and what to do in the event have been posted in all rooms and other public areas of the Practice.

The work on understanding and managing air quality within the Practice and the nature of communication with patients in this regard will commence in earnest in December 2025 as no PPG members are available to dedicate their time to this issue.

5. Patient Suggestions

Nil to report

6. Out of Hours Service

Nil to report

7. Staff Updates

Ikran Muallim, Locum Receptionist, has left the Practice team, along with Maria Gordon, another Receptionist.

Dr Avishek Banerjee has joined the Practice team as a new part-time salaried GP.

The PCN pharmacist, Naina Phakey, will be leaving the PCN to pursue a career elsewhere in London.

8. Pharmacy Updates

Nil to report

9. Any Other Business

No members had any items for discussion.

10. Dates of Next Meeting

Dates of the quarterly meetings

11.06.2025

10.09.2025

16.12.2025

11.03.2026