

LITTLE BUSHEY SURGERY AGM PATIENT PARTICIPATION GROUP

3rd July 2025 Zoom/Surgery

PPG Group Attendees

Barry Bloombaum (Chair), Jeffrey Normal, Shahbal Ghasem, Inés Rivera de Asís
Angela Primhak had difficulty joining the Zoom call and therefore was unable to attend.

Practice Attendees

Dr Raja Ganguly
Veena Rawel (VR)-Office Manager

Minutes Secretary

Inés Rivera de Asís with Artificial Intelligence

Previous AGM Minutes

Survey improvements:

- Concerns were raised about the 2023 Survey which was presented in a different format. The initial report highlighted on-off remarks instead of identifying themes and overall survey lacked positive comments.
- Saty was working on doing a new structure, but it was unclear if that happened.
- Dr Ganguly suggested a new survey this autumn (2025 Survey) with a comment threshold and including all aspects (positive and negative) of the survey.
- Someone will take ownership of the survey process. This will be discussed in the next PPG meeting on Thursday 18th September at noon.

Approval of Minutes and Matters Arising:

- Minutes were reviewed and approved. Matters arising were addressed.

Minutes:

A webinar on Women's Health was held in July 2024 and was well attended.

New Chairman:

- Due to health reasons, Barry has decided to step down from his role as the PPG chair but will remain to stay on the PPG. Inés Rivera put her name forward to be the chairperson and was unanimously voted in. Inés and the rest of the committee thanked Barry for his Chairmanship and all his support over the years.
- A meeting will be organised between Dr Ganguly, Veena and Inés to discuss next steps and further matters from the PowerPoint presentation.

New PPG Member: Shahbal Ghasem was welcomed as a new member of the PPG.

Brief update on the surgery from Dr Ganguly:

Staffing:

- Cara Harrington (Reception Manager) is absent due to short staffing.
- Julie is retiring after 25 years since she is moving to Kent. Her last day is 18th July 2025. There is a book at reception for patients to leave comments. Vicky will be replacing Julie and her first day is tomorrow (4th July 2025). She has previous experience in GP practice.

Allocation of additional GP Funding:

- The surgery has recruited Dr. Omer who will be joining for two sessions per week. Dr Johnson has become permanent. Dr Kotecha has taken on a six-session permanent GP. The surgery has gained eight sessions of permanent GPs which was positively received.

General:

- Access to appointments has improved. The surgery has maintained the same split between same-day and pre-bookable appointments, but this may need to be adjusted to better suit patient needs. Patients' numbers are stable. Last year saw a 4% growth. This year has seen a 1-1.5% loss due to patients moving out of the area and not to other practices.
- PCN wide PPG is dissolved for now and the PCN will revert to individual PPG's. This decision was made about three months ago.

Jeff kindly suggested to have an informal coffee meeting to build rapport. Inés will create a WhatsApp group for current and future members to make these gatherings easier.

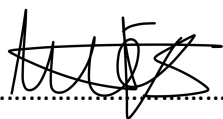
Inés will get in touch with Veena to schedule a meeting with her and Dr Ganguly at the surgery and then report back to members.

Next PPG Zoom Meeting

Thursday 18th September at 12 noon.

- Jeff to kindly provide the Zoom link.

Signed



Date: 3 July 2025