

Patient Participation Group (PPG) Meeting

Barking Medical Group Practice

Date: Thursday 15/01/26 - 1:00pm

Location: Upney Lane

Attendees:

Dr Rathore (GP Partner)

Niroshan Gobalan (Practice Manager)

Nayzeeia Alam (Operations Manager)

Patients:

Kenneth Humphries

Pamela Leech

Hardial Singh Rai

Hinna Janjua

Ashok Taylor

Richard Dirs

Rubi Ullah

Shanu Miah (apologies)

1. eConsult - Online Consultation Safety

- eConsult is not available for patients under 16 years of age.
- Implemented as a safety-netting measure to ensure appropriate clinical assessment and safeguarding.

2. Access for Vulnerable Patients

- Telephone appointment booking remains available for vulnerable patients.
- This includes:
 - Patients aged 65 and over/ Under 16's
 - Patients with language barriers
 - Patients with digital or technical access difficulties
- This approach ensures accessibility for ALL patients to our services.

3. DNA (Did Not Attend) Policy

- Measures implemented to reduce non-attendance
- Voicemail messaging advising patients to cancel appointments 24 hours in advance.
- Patients are contacted the day before appointments to confirm attendance.
- Actions are aimed at improving appointment availability and service efficiency.

4. Call Back Service - has been implemented.

- Ensures patient calls are not dropped, improving access and responsiveness.

5. Repeat Prescriptions

- Ongoing issues identified with repeat prescriptions and external suppliers.
- Impact on workflow and patient experience acknowledged.
- Issue remains under review.

6. Anticoagulant Services

One of the anticoagulation services in Barking has been discontinued. From January 2026, anticoagulation care has transitioned to a community-based model. Together First GP Federation is now responsible for booking patients and all existing patients have been successfully transferred to the new service.

7. Designated GP

- Patients are not allocated a named GP.
- All patients are registered under the practice.

8. Staff Retention

- Ongoing challenges with staff retention acknowledged.
- Staff turnover largely attributed to high workload and service pressures.
- Issue remains a standing agenda item

09. Veteran Registration

- The Surgery is a veteran-friendly GP practice.
- Practice remains aware of its responsibility to identify and support veteran patients, understanding their specific health needs.

10.Environmental Sustainability (Go Green)

- Practice has taken steps to reduce environmental impact:
- Lighting upgraded to eco-friendly alternatives.
- Reduced printing to minimise carbon footprint.
- Actions support sustainability and responsible resource use.

Next Review Date: September 2026 – (date to be confirmed)