

PATIENT PARTICIPATION GROUP MEETING

Venue: Bridge House Medical Practice

Date: 8th September 2026

Time: 17:00 – 18:00

Practice Staff:

Practice Business Manager – Rilwan Kuku (RK)

PPG Chair: Not yet elected.

Members: AM, SP, SK

Apologies:

Agenda:

Item 1	Introductions	RK	
Item 2	Update from the practice	RK	10 mins
Item 3	Service update	RK	20 mins
Item 4	Strengthen PPG – improve continuity of care	RK & Group	10 mins
Item 5	AOB Feedback	RK & Group	20 mins

Minutes:

Items 1: Introduction
RK introduced himself as the Practice Business Manager. RK thanked patients for taking their time out for attending & looking to hear their input. The practice PPG will continue the PPG meetings with the aim of growing and getting more representation from our practice patients.
Item 2: Update from practice
RK informed the PPG that Dr Irina Feoktistova is our new Salaried GP, working Mondays & Tuesdays. We also have a new trainee ST3 GP registrar, Dr Ella Evans. Dr Iain Clark has finished his training and moved on in his career. We currently have an advert out for another new Salaried GP. We are hopefully we'll be able to successfully recruit. We have a new full-time pharmacist just joined the practice – Mr Irvin Tan. We have also recruited new receptionist due to start in the coming weeks. All new receptionists undergo customer service training now.
Item 3: Service updates

RK informed the PPG that we are fast approaching flu season. The practice cannot vaccinate patients over 18 for flu until the 1st of October. SMS reminders will be sent out to all patient eligible to book their appointment. The practice will also update the website and social media with all the relevant flu updates.

RK informed the PPG of the GP patient survey 2026 that recently had been sent out to random patients. 741 surveys sent out and 86 were completed. The improvement in our GP Patient Survey results is a positive indication that patients are having a better experience of the practice. It reflects the ongoing work of the whole practice team to improve access, communication, patient care and the overall experience of using our services. We value patient feedback and will continue to listen, learn and make improvements where they are needed.

RK reminded patients to use eConsults where possible, as it's the quick and user-friendly online triage to have their queries and request dealt with. Also, will inform patients who they should see.

RK reminded patients to download and use the NHS app to manage their healthcare. Patients can order repeat prescriptions, book and manage appointments, view results and view their medical record. Using the app saves times and give patients more control over their healthcare.

RK reminded the PPG that there are extended access appointments available at the practice on Tuesdays and Thursdays. If patients need to attend on weekends then they are able to book through the practice to be seen at Havergal surgery (Havergal Villas, Green Lanes, London N15 3DY) if needed. There might be changes to this, currently at discussion with our Primary Care Network – RK will let the PPG of any upcoming / proposed changes.

Item 4: Strengthen PPG – improve continuity of care

RK informed the PPG that we are constantly asking to leave positive google reviews to reflect the practice. RK encourages the PPG to spread the word about the importance of patients leaving positive Google reviews, as genuine feedback helps recognise the hard work of our practice team, boosts staff morale and gives prospective patients confidence in the quality of care and service we provide.

RK also encouraged the PPG to continue spreading the good news about the practice, sharing positive developments, improvements and patient experiences to help build confidence in our services and recognise the hard work of the practice team.

Item 65 AOB & Feedback

- Patients have informed RK that appointment says unavailable on the NHS App – RK to investigate.
- Patients would want the meetings to be every 3-4 months.
- Updated newsletters

- More advertising of the Patient Participation Group to get more patient involved. Posters, SMS recalls and informing patients during consultations.