Haughton Thornley Patient Participation Group

Meeting Minutes

Tuesday 26th May 2026

Thornley House

Present: Bill Burgoyne, Gerald Egland, Christine Greenough, Dominic Sexton, Dr Amir Hannan

Apologies: Eric Bynon, Cathy Lewis-Dobson, Olive Harper

Dr Hannan had some significant news from the practice. The Practice Manager, Rachel Hirst, has very recently resigned. They are having a staff meeting to discuss the situation and planned changes.

There was a Quality and Outcomes Framework (QOF) inspection with a bad result. It was expected that there would be issues, workload getting in the way of other tasks that are important, doctors leaving, replacements not staying.

The practice has engaged a former CQC inspector who is also a former Practice Manager to look at things. They found lots of areas for improvement so there is a lot to be done.

With a gap in PM role, Shabana Dehlavi, the former CQC inspector has agreed to come in as a as consultant to come in and help while recruiting.

Advised to upskill and use existing staff if possible. If not then new recruit.

Staff update

The new Advanced Nurse Practitioner Rebbecca Hussein is really enjoying her role.

Punam, the Clinical Pharmacist, is on maternity leave, so they have recruited a Pharmacy Technician who stated 10 days ago. They will be looking at shared care protocols, this is where the hospital prescribes but asks practice monitor, then hospital review.

Possibly recruiting a coder to improve the coding of the records.

BB asked what could happen if no improvements. Ultimately, the practice could shut down.

Staff now getting access to health and wellbeing portal to support them. Reviews every 3 months. Policies drawing up to give structure.

Regarding the QOF: the practice is paid for outcomes, measures against performance, so doing things right should increase income.

Care Quality Comm (CQC): regulatory body, looks at running of practice, policies. There has not been a CQC inspection of the practice for a while so one should be expected.

Regarding the new GP contract, there are issues, RCGP is in dispute with govt. We have a new Health Secretary but no news pf potential changes yet.

There is the NHS Additional Roles Reimbursement Scheme (ARRS) for funding to Primary Care Networks to recruit a range of health professionals but no funding to GPs. However, that has

changed and there is more for GPs now if recruiting new GP. So new GP coming to Haughton Vale due to the funding.

Re PPG and QOF need to distribute PPG info to all staff. Shabana might give PPG ideas on how to improve.

GP workload has increased in the last year.

CG mentioned after an operation last year how the consultation was transcribed by AI. AH said AI tool that can possibly help. But currently quite verbose, can be hard to follow, and review that is has got the transcription right. So it is not currently being used.

CG is there a shortage of ramipril (used to treat high blood pressure)? Are there local issues? AH there are intermittent supply issues, hopefully resolved in the next couple of months.

Patients noted that the pharmacist next door, appear overloaded, deliveries not happening promptly.

Dr Hannan then had to leave the meeting to see patients.

Discussion topic

5 steps to mental wellbeing

Evidence suggests there are 5 steps you can take to improve your mental health and wellbeing. Trying these things could help you feel more positive and able to get the most out of life.

1. Connect with other people

2. Be physically active

3. Learn new skills

4. Give to others

5. Pay attention to the present moment (mindfulness)

Much more information is available on the NHS website:

https://www.nhs.uk/mental-health/self-help/guides-tools-and-activities/five-steps-to-mental-wellbeing/

Dates of next meetings

28 July

22 September

24 November

Meeting close

DS thanked all for coming and closed the meeting