

**DEVONSHIRE LODGE PPG.  
MINUTES OF MEETING HELD AT SURGERY  
23rd JULY 2025. FOR WEB SITE.**

**1. Present**

12 patient members of PPG and 3 staff from Devonshire Lodge Practice.

**2. Apologies**

Apologies were received from 2 patient members of the PPG.

**3. Approval of the Minutes of the PPG Meeting of 30th April 2025.**

Following corrections, the minutes of the previous meeting were approved.

**4. Matters arising from the previous meeting.**

**4.1 Update on Practice Web Site**

ZH reported that the recently introduced RapidHealth Smart Triage system was working reasonably well and patient experiences with the system had generally been good. MP raised a concern about being inappropriately directed to go to A&E by this system but MH thought that it should be possible to override this advice if needs be.

**4.2 Update on PPG Pages on Web Site**

ZH showed the practice web site PPG page to the meeting using the screen in the Seminar Room. PPG members were pleased that the box showing the PPG picture is now in a more prominent position on the web site so easy to click on and it was agreed that there was no need to include a "click here" instruction to get to the PPG page. The click box for using the RapidHealth Smart Triage system was also displayed very prominently.

ZH also showed members a new page on the practice web site about improving access to GP services. The practice had been instructed to upload this page by a certain date and it is an initiative of the Integrated Care Board (ICB). PPG members noted how badly written this page was, for example references are made to initiatives that "we" have done or are doing this but there is no explanation of who "we" is. Is "we" the ICB or is the ICB trying to communicate on behalf of the practice? There is a request for feedback but no explanation of who wants the feedback. Part of the aim of this information seems to be promoting the achievements of the ICB. There is reference to future work with the PPG but we have had no input into this document. CE or ZH will write to the borough ICB rep about this to raise our concerns. **ACTION CE or ZH.**

**4.3 Update on NHS Digital/ICB.**

CE provided a briefing note to update members on her interactions with the ICB, including concerns over multiple platforms being used to

provide patients with access to their notes. CE is awaiting responses to her latest communications. TL also provided an update on his interactions with the ICB to try to get all the patient information on one platform and to change the policy whereby some test results are deliberately delayed before being communicated to patients. Attempts are being made to find the group of NHS people in Hillingdon responsible for this area of work, but the problems identified are probably present nationwide. PPG members provided examples of erroneous information provided by the NHS App based on their experiences. The aim is to increase the take-up of the NHS App to 75% of patients by 31st March 2026. Measures to help achieve this were discussed including producing an A5 flyer with a QR code. The easiest way of registering for the NHS App seems to be by getting the codes you need from the practice. There are leaflets about the NHS App available in the waiting room area. It was noted that information about accessing the NHS App published in Hillingdon People is wrong. ZH is going to meet members of Harefield Practice on 29th July and they are already running sessions for patients on how to use the NHS App so ZH will feed back to CE and TL about this **ACTION ZH**.

## **5. Practice Update**

### **5.1 Staffing**

One of the nurses has left the practice but there is no pressing need to recruit a replacement. The practice expects to have 2 trainee GPs soon. It could be possible for the Primary Care Network (PCN) to run a bank of staff available to all member practices but it is difficult to get agreement within the PCN.

### **5.2 RapidHealth Smart Triage System**

This has been discussed previously see 4.1.

### **5.3 CQC Inspection of Practice on 23/24th April 2025.**

PPG members congratulated the practice on the upgrade by the CQC to a Good rating. The CQC inspection involved the practice in a lot of work, for example 97 documents had to be submitted by the practice to the CQC. PPG members who participated in the inspection were thanked by the practice.

### **5.4 Liaising with the Central North West London (CNWL) Trust**

As agreed at the last meeting, ZH tried to investigate who is responsible for internet provision upstairs at Devonshire Lodge Practice. Unfortunately this could not be resolved so the practice will have to "live with" the internet problems.

ZH expressed concern about the ICE communication system in Hillingdon used to link the practice to laboratories producing test results. The problem is that the system is allowing some errors, including clinically

significant ones, to get through without being detected. ZH will provide CE with details **ACTION ZH.**

## **6. Communications with Patients**

Using emails to communicate with patients had been discussed before and texts are already being used but it is now possible to save money by using the NHS App to communicate with many patients. However this relies on the patient using the NHS App and switching the Alert function on so that they are made aware of messages arriving. PPG members agreed that it was no longer necessary to pursue emails as a better way of communicating with patients.

## **7. Possible training in use of NHS App**

This has been discussed previously. See 4.3.

## **8.Strategy/Goals for PPG 2025/26.**

Pressure should be brought to bear on the PCN and ICB to integrate the platforms that are used to communicate with patients. It is amazing that hospitals are still sending letters in the post to communicate with the practice. This adds inefficiency in many ways as, for example, the practice needs to check whether the information they contain has already been sent/recorded by electronic means. Issues relating to the multiple Apps used by patients are also relevant to the strategy of integrating platforms and have been discussed previously.

## **9. Recruitment of PPG Members**

This has been an area of recent success for the PPG but we still have a strong demographic bias to those that are near or at retirement. The PPG needs to continue to think about being more inclusive and any comments about this would be welcome. **ACTION PPG Members.** Eastbury Practice has a virtual PPG Group whose members communicate by emails and phone. Perhaps we could encourage members who are unable to attend meetings to provide questions or comments by email/text for consideration by those attending the meeting.

Another approach to getting patient involvement might be to circulate surveys to patients about particular topics which are of significant interest. ZH will have a think about this. **ACTION ZH.**

## **10. Any Other Business**

CNWL has decided to install a barrier across the staff car park entrance. A PIN number will be needed to operate the barriers but PPG members will not be given this number but there will be a button for ringing a bell near the barrier so staff can raise the barrier to let the PPG member drive in to park there when attending a PPG meeting, subject to space being available.

The 2 patient toilets in the waiting room are being converted to one larger unisex toilet.

Regular quarterly meetings between the practice and CNWL are commencing to improve communications. Issues covered will include fire safety and cleaning of the building.

The National Survey of GP Practices was published by NHS England on 10 July 2025. It can be accessed at <https://gp-patient.co.uk/>  
This includes survey results from our practice.

As the meeting was rather longer than usual owing to the AGM, the practice provided attendees with a light lunch and the PPG thanked the practice for this.

**11. Date of Next Meeting.**

It was agreed that the next meeting will take place on 29th October 2025 at 10.30am at Devonshire Lodge Practice.