

# Patient Participation Group (PPG) Meeting Summary

**Corfton Road Surgery**

**Meeting Date:** 13 November 2025

Thank you to all patients who attended our recent PPG meeting. Below is an overview of the key updates and discussions shared by the practice team.

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## 1. Premises Update

The practice continues to face significant challenges with our building, which is leased from One Medical Group. Over many years, we have worked hard to secure NHS funding to redevelop the surgery so we can expand our clinical capacity and improve patient care. Although previous redevelopment plans were approved clinically and received planning permission, they were not funded due to NHS financial constraints.

### **Building Ownership**

One Medical Group has placed the building on the market, but the risk of eviction is considered very low. The premises are designated for business use only, and residential conversion would not be permitted without an alternative site for the surgery.

We will keep working on to find a solution and will keep patients fully updated as soon as more information is available.

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## 2. New Clinical Service: Joint Injection Clinic

We are pleased to be restarting our **joint injection service**:

Knees, shoulders, hands, feet, carpal tunnel, tendonitis, arthritis

This service will be delivered by Dr Fragoyannis and Dr Patel and is expected to begin early next year.

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## 3. Expanding Our GP Partnership Team

To strengthen the practice for the future, we are working towards expanding from two partners to four or five.

This will:

- Increase clinical leadership
  - Improve continuity of care
  - Provide greater capacity for patient services
  - Support long-term sustainability of the practice
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## 4. Workforce Development and New Roles

We are committed to developing our staff and increasing the range of services available in-house. Recent progress includes:

### Phlebotomy & Health Care Assistants

- **Bianca** has completed phlebotomy training and will later train as a Health Care Assistant (HCA).
- **Iwona** is completing paediatric phlebotomy training, enabling blood tests for children aged 2–18.

### Nursing Development

- **Petimat** one of our HCAs, has secured funding for a two-year **Nursing Associate** programme.
- **Sarah**, our Practice Nurse, has begun courses that will allow her to become a **prescribing nurse**, enabling her to complete reviews and issue prescriptions in a single appointment.

### Paramedic Support

- **Andrew**, an experienced paramedic, now works with us all day on Mondays to assess patients with minor illnesses. He is also able to see children.
- In addition, he is in the process of completing a prescribing qualification.

These developments will significantly increase appointment availability and reduce waiting times for key clinical services.

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## 5. Improving Access and Patient Preparedness

We discussed how patients can support the surgery in making the best use of appointment time. Helpful steps include:

- Using **eConsult** wherever possible
- Providing clear descriptions of symptoms and listing multiple issues
- Prepare notes before appointment – list what you want to discuss
- Attending or cancelling appointments promptly

Please note that the eConsult system may direct patients to urgent care if concerning symptoms are entered — this is for patient safety.

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## 6. NHS Reorganisation

Patients were updated on wider NHS changes, including the planned merger of North West London and North Central London ICBs. This is part of national reforms aimed at integrating primary care, community services, social care with voluntary sector support. While the intentions are positive, funding and estate challenges remain significant.

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## 7. Next PPG Meeting

We aim to hold the next PPG meeting in **approximately three months**. If we receive significant news regarding the premises before then, we will arrange an earlier meeting.

Thank you to all members who attended and contributed. We welcome new participants and value your ongoing support and engagement with the practice.