

# Willesden Green Surgery

Dr Najim & Partners

Practice Meeting: Tuesday 13<sup>th</sup> January

Time: 17:30 – 19:00

Invited: All WGS Staff + patients

## AGENDA & MEETING MINUTES

AGENDA	WGS DISCUSSION	PATIENT COMMENTS
<b>New staff update</b>	<ul style="list-style-type: none"><li>• Updates provided on new staff recruited to help increase in workflow. Our non-clinical, clinical staff have both increased over the last three years.</li><li>• Patient list size has increased from 3k to 15k</li><li>• WGS is considering recruiting dietitians, paramedic, mental health practitioner, counselling, health and wellbeing coach in the upcoming year</li><li>• Home visits: paramedic to do this if recruited</li></ul>	<ul style="list-style-type: none"><li>• Patient suggestions on new staff roles:<ul style="list-style-type: none"><li>○ more support for neurodivergent patients (child and adult)</li><li>○ hydrotherapy</li><li>○ mental health practitioner</li></ul></li><li>• Discussion re dietitians – lots of positive thoughts on this from the group discussions</li><li>• Discussion on paramedics – lots of positive thoughts on this from the group discussions</li></ul>
<b>New Development</b>	<ul style="list-style-type: none"><li>• New Anson Rd development due to complete in 2028.</li><li>• The building will host WGS as the health centre, community space, padel courts, and a pharmacy.</li><li>• New site will be 11 minute walk from current GP</li></ul>	<ul style="list-style-type: none"><li>• Patients experienced happiness that GP has more space for the healthcare and community elements</li><li>• Patients expressed contentment with pharmacy presence in building as</li></ul>
<b>Queen's Park site</b>	<ul style="list-style-type: none"><li>• More space at Queens Park (QP) - William Dunbar House</li><li>• More space has allowed us to employ more staff; this has decreased our phone line waiting times by over a minute to what they previously were.</li><li>• We will continue to aim for the phone lines to be under 2 minutes</li><li>• Priority to keep all six rooms in use in Anson Road (AR).</li><li>• Patients will have the option to pick where to be seen</li><li>• Reduced opening hours in QP premises. AR will remain usual opening hours (including</li></ul>	<ul style="list-style-type: none"><li>• Patients would be happy to choose where they are seen.</li><li>• Some patients expressed content at the new QP site, citing nicer amenities</li><li>• Patients still want to be seen at WGS mainly.</li><li>• When discussed if we should use the AR and QP site 50/50 or full capacity at AR site, patients preferred full capacity at AR site as it's closer to residents</li></ul>

	Saturdays)	
<p><b>Digital Inclusion</b></p>	<ul style="list-style-type: none"> <li>To help with the NHS app – we piloted digital inclusion service which has been successful. The service available to patients how to use the NHS app and book appointments online. Nabaa and Maram are our Digital Inclusion staff.</li> <li>Goal to make it very easy to get an appointment by using the NHS app.</li> <li>Our access to appointments is almost double compared to national access. National average is 5, ours is 9.</li> <li>Accurx is now being used instead of EConsult. This gives patients another way to book appointments, and is a much shorter, easier form to fill for patients.</li> </ul>	<ul style="list-style-type: none"> <li>Patients expressed happiness to have someone guide them through technology they have not used before.</li> <li>Patients like that they can pick which clinician to see, name of clinician is stated on the app.</li> <li>Few questions regarding Accurx. Many patients appreciated it for quick administrative questions.</li> <li>Patients were also reminded it can be used for clinical issues and then directed to the correct clinician – this was met with agreement.</li> </ul>
<p><b>GP awards</b></p>	<ul style="list-style-type: none"> <li>WGS was shortlisted for National GP Awards 2025.</li> <li>Highest early cancer detection rates. 65% of cancer patients were detected at an early rate.</li> <li>Highest appointment access in Brent and London.</li> <li>Ultrasound service at WGS, few GP practices in the country who can treat and diagnose MSK presentations, we will be getting further training on this.</li> <li>Dr Rana is our in-house skin specialist. Many years of experience.</li> <li>Dr Riham and Dr Abbas ENT specialists</li> <li>Dr Muhammad Najim is our in-house MSK specialist</li> </ul>	<p>A few patients shared their appreciation for their early cancer diagnoses and the extra care given when moving from one GP to Willesden Green Surgery.</p>

	<ul style="list-style-type: none"> <li>• Dr Mohammad Ali does in-house minor surgery</li> </ul>	
<p><b>PPG Committee</b></p>	<p>Since our last PPG meeting we have:</p> <ul style="list-style-type: none"> <li>• Better access walking groups, added to the website</li> <li>• Removal of glass screen in reception room</li> <li>• Artwork added to waiting room.</li> <li>• Formal PPG committee. Many roles available, scan QR code to sign up!</li> </ul>	<ul style="list-style-type: none"> <li>• Patients intrigued regarding which roles are assigned in the PPG committee.</li> <li>• PPG committee will have many roles, new roles can be made if appropriate.</li> </ul>

**Action Points:**

- WGS to hire:
  - 1) Dietitian
  - 2) Paramedic
  - 3) Mental health practitioner
- Consider hydrotherapy in the new health centre
- Accurx to soon be available in different languages

**Next Meeting:**

- Committee meeting March 2026
- PPG meeting April 2026