

**THE ANNUAL GENERAL MEETING OF
THE CUFFLEY AND GOFFS OAK PATIENT PARTICIPATION GROUP**

Thursday 4th June 2025

Held At Valley View Health Centre, Goffs Oak

Email: cuffleygoffsoakPPG@hotmail.com

Attendees:

Dr. J Vernazza (*DrV – Senior Partner of the Practice*)

Melanie Wilson (*MW -Committee Member*)

Claire Hourihan (*CH – Partner - Practice Manager*)

Carol Clark (*CK – Member*)

Barry Cressey (*BC – Vice Chairman*)

Cathy Williams (*CW –Member*)

Denise Read (*DeR- Committee Member- Secretary*)

Richard Kempself (*RK- Member*)

Diane Draper (*DHD - Committee Member*)

John Napier (*JN - Member*)

Steve Georgiou (*SG – Committee Member*)

Nell Napier (*NM - Member*)

Anne Newton (*AN -Committee Member*)

In the absence of the PPG Chairman, Maria Virtue, Barry Cressey (Vice Chairman) chaired the meeting

1. Apologies for Absence:

Maria Virtue (*Chairman*), **Pearl Hanmore**, **Carol Clarke**, **Stephanie Foster**, **Derek Gregory**

2. Talk from the social prescribers: Alison and Cathy.

Alison and Cathy are employed under the auspices of the Broxbourne Alliance PCN (*The Primary Care Network*). They work with four Practices in the local area. They are non-clinical professionals who work with the patients over the age of thirty-five. These are patients who need support with a variety of needs. They are referred by the doctors, MIND and Occupational Therapists.

Their work covers mental health support, setting up social groups, bereavement, volunteers etc. For example, they organise a variety of older persons events, strength and balance classes in Cuffley, make home visits to those patients that are housebound, staff a memory café at the Laura Trott Centre, and also a very successful carer's café. The Veterans Café they set up has been so successful, that they are now planning one in Cheshunt.

DrV stressed that their work is very much appreciated and valued by our Practice. More about their activities can be found on our Practice website, under the heading Broxbourne Alliance PCN, and then the Community Directory.

3.Those people leaving the committee: Maria Virtue, Pearl Hanmore

The whole committee would like to thank Maria for her hard work and dedication to the PPG. Maria worked tirelessly on our behalf.

The committee would like also like to thank Pearl Hanmore for her constancy in supporting the PPG for many years.

Thank you very much, Maria and Pearl!

4.Approval of the Terms of Reference: *(Last approved 2023)*

The Terms of Reference of the PPG had recently been revised, thanks to suggestions from RK. The TOR was ratified by the Committee at a Management meeting in March. However, JN suggested some minor improvements to the text, which the Committee were happy to agree and ratify on the spot. It was agreed that item 1 should appear on the agenda of the next meeting for discussion. A copy of the newly revised and ratified TOR is attached.

5. Appointment of Chairperson for 2025 -2026

Barry Cressey was nominated and unanimously voted as our Chairman for 2025 – 2026

6.Appointment of Vice-Chairperson for 2025 -2026

Steve Georgiou was nominated and unanimously voted as our Vice-Chairman for 2025 – 2026

7.Appointment of Secretary (Minutes) for 2025 -2026

Denise Read accepted the post for 2025-2026

8. Appointment of Secretary for the Noticeboards in Cuffley and Valley View 2025 -2026

SG kindly offered to do this for 2025 - 2026

9. Appointment of a volunteer to place PPG information on the surgery website 2025 -2026

DeR suggested that it might be a good idea for an advert for the PPG to go onto the TV in both surgeries, however, it was decided not to do this, but to continue with PPG noticeboards in both Valley View and Cuffley. **SG** kindly offered to cover both boards.

10. Appointment of the Management Committee for 2025 -2026 *(PPG members were invited to put themselves forward)*

The following members were voted onto the 2025 – 2026 Management Committee:

Stephanie Foster

Carol Clarke

John Napier

A full list of Management Committee members 2025 -2026 was requested at the meeting:

Barry Cressey (BC –Chairman)

Steve Georgiou (SG – Vice-Chairman)

Denise Read (DeR- Secretary)

Derek Gregory (DG)

Carol Clark (CK)

Cathy Williams (CW)

John Napier (JN)

Anne Newton (AN)

Maria Virtue (MV)

Melanie Wilson (MW)

Stephanie Foster (SF)

Diane Draper (DHD)

11. Committee Attendees from the Practice:

Dr Vernazza (DrV – Senior Partner of the Practice)

Claire Hourihan (CH - Practice Manager)

or Lianne Enefer (LE- Deputy Practice Manager)

CH gave a very detailed account of the current situation at the Practice, especially concerning the unsuitability of the premises in Cuffley. These premises are owned and run by NHS England. The Practice has no influence over the maintenance at all. It appears that the consulting rooms there are no longer fit for purpose, being too small to fit in all the equipment needed for consultations adequately. The Practice would like to acquire new premises in Cuffley. Also, the new lift which was installed only recently, has already broken. BC offered to write on behalf of the PPG to the ICB in support of the Practice. CH will provide relevant points needed to be included, plus the confirming the contact's name (Andrew Tarry) and his address at ICB.

To ease the situation in the waiting room, there is now a sample box in the lobby, to avoid patients having to queue to hand samples in. Also, the self-check-in screen has been moved to a more suitable location.

The number of receptionists has also been increased to four during peak hours. Calls will now be answered by the first receptionist who is free, which will reduce waiting times. The receptionists do undergo a rigorous training programme, and act as a kind of triage when answering a call from a patient, filtering appointments away from doctors to other health professionals where appropriate.

CH also reported that the telephone system is at last going to be changed. Here is the information currently on the Practice website regarding the telephone system:

Telephones – Important patient notice

We have been made aware by some patients that their call has ended prematurely when speaking with the surgery. We have notified our telephony provider who have conducted both a remote and on-site investigation.

Our provider is confident that the fault is not down to the telephone system itself, nor down to the handling of the calls by our staff members. The area surrounding Goffs Oak and Cuffley has shown evidence of poor mobile signal and coverage. Tests via the Vodafone / O2 / EE and 3 Network have shown patchy signals in multiple locations along the B156 and northbound on Newgatestreet Road. It has also been noted that the 3 Network have confirmed a fault with their nearby mast since the 7th of March and the repair is ongoing. It's important to note that the practice and our telephony provider have minimal influence as to the network coverage mobile operators apply around the UK. We are however aware that investment has been put into newer mobile technologies such as 5G and this in turn will gradually improve coverage and stability for mobile calls across the UK. In the meantime, it is recommended for patients to use landlines where possible, or to avoid dead zones where mobile signal is known to be poor. We appreciate your patience and understanding with this matter. We are also pleased to announce that our telephony system will be undergoing an upgrade within the next month which should hopefully increase patient satisfaction in getting through to the surgery. More details will follow soon.

The link to the website for those that want to view it online is:

<https://cuffleyvillagesurgery.co.uk/news/important-patient-notice/>

12. AOB

DeR asked if it could be possible to have a drinking fountain in the waiting rooms, especially in hot weather. However, DrV and CH explained the problems, e.g. with spillage, cup disposal, and of course, expense. It was agreed that patients could ask a receptionist for water if required.

13. Date of the next Meeting: Wednesday 10th September 2025 at 3.00pm at Valley View