

MEETING OF THE CUFFLEY AND GOFFS OAK
PATIENT PARTICIPATION GROUP
Minutes of the Committee Meeting held on the 13th May 2026

Meeting held Valley View Health Centre, Goffs Oak
Email: cuffleygoffsoakppg@gmail.com

*Our PPG mission: To enhance communication between the patients and
all partners and staff of the Cuffley and Goffs Oak Medical Practice.*

The PPG Management Committee

Dr. J Vernazza (DrV – Senior Partner of the Practice)
Claire Hourihan (CH – Partner - Practice Manager)
Barry Cressey (BC – Chairman)
Steve Georgiou (SG – Vice Chairman)
Denise Read (DeR - Secretary)
Melanie Wilson (MW - Committee Member)
Stephanie Foster (SF – Committee member)

Diane Draper (DD - Committee Member)
John Napier (JN – Committee Member)
Derek Gregory (DG – Committee Member)
Carol Clark (CK – Committee Member)
Anne Newton (AN - Committee Member)
(Anne joins meetings via Teams)
Cathy Williams (CW - Committee Member)

Present:

DrV, CH, BC, DeR, MW, SF, DD, AN, CC, SG,
RK (Richard Kempself), MG (Marion Gillet)

**Action
Points**

- 1. Welcome to all and a new member of PPG:**
BC welcomed everyone, including a new member, Marion Gillett
- 2. Apologies for Absence:**
John Napier, Cathy Williams, Derek Gregory
- 3. Approval of Minutes of February 11th 2026**
The minutes were duly approved
- 4. Talk from Boots Pharmacist Mark, and Salepick Pharmacy Pharmacist Nick:**
Unfortunately, neither Mark nor Nick could be present, due to staffing shortages in their respective pharmacies.
- 5. Update On Practice Appointment Systems:**
DrV and CH reported a very positive response to the new system. The receptionists find the new system easier to operate, and a recent 'Friends and Families' survey of random patients was extremely positive.
- 6. Current Doctors and other Healthcare Assistants at the Practice:**
Good news - A new Healthcare Assistant has now been employed to replace Rob. His name is Jordan Bailey and he was previously a paramedic assistant. He is also able to help with the Triage.
The Practice has offered 'Extended Access' for some time, on Saturday mornings and Monday evenings 6.30pm until 8pm. A doctor, a nurse and a healthcare assistant are present. Appointments take place at the Warden Lodge Surgery in

*BC to invite
to the
meeting
after the
AGM*

Cheshunt, (which is very close to the Old Pond) on Saturday mornings, and at Valley View on Monday evenings.

Unfortunately, there is still a reliance on locum doctors. However, everything possible is being done to advertise for new Doctors.
There are now 7 doctors employed at the Practice, not including Dr J Vernazza, The Senior Partner:

Dr Jeremy Bullivant	6 sessions	Dr Sanna Yousef	2 sessions <i>(leaving the Practice at the end of June)</i>
Dr Rini Shah	3 sessions	Dr Sarah Parkin	6 sessions
Dr Rabia Osman	4 sessions	Dr Andrew Mitchell	5 sessions
Dr Rohan Irayanar	7 sessions	Total sessions: 33	

Nurses

1 full time nurse - Carla
2 days per week – Fiona
Plus, other healthcare assistants

7. Current Patients at the Practice

There are 13,632 patients currently registered

DrV and CH once again mentioned the continuing building issues of the surgery in Cuffley.

DD suggested that the Cuffley Residents Association should also write to Oliver Dowden, the MP for the Cuffley area. It was also mentioned that it might be a good idea to contact the Maynard Family Trust for help with the surgery. It was after the Maynard family *(of wine gum fame)* that Maynard place was named.

8. Section 106 – Possible Funding for Medical Practices

BC had done a lot of research since our last meeting on our behalf, to try to clarify Section 106.

CH reported that the money could only be allocated via the ICB. Unfortunately, her contact there had left. In the current melee surrounding the transition within the ICBs she had been unable to find out who her new contact would be as yet.

ICB The Integrated Care Board – which not so long ago was the Clinical Commissioning Group (CCG), is now to be subsumed within a huge area.

There will be 6 new ICBs established across England through the abolition of 12 existing ICBs. There will also be a change in the boundary of existing ICBs. These changes form Phase 1 of ICB mergers/new footprints and will come into effect on 1 April 2026

BC to write to the ICB and the Maynard Trustees, Lewis Cocking, The ICB (Integrated Care Board) to back up the Practice in appeal for new premises in Cuffley

Query: Apply for lottery money for the surgery?

9. A.O.B.

- a) MW pointed out that from her personal experience, the Social Prescribers (who are based at the Practice) are doing a brilliant and very worthwhile job.
- b) CH reminded us about the Memory Hub – an informal get together for those with dementia, their carers and other interested parties – which takes place At the Laura Trott Leisure Centre from 10.30am to 12.00pm on the last Thursday of every month. The Alzheimer’s Association will have a stand there at the next meeting on Thursday 28th May. The frequency may change though, in the future.
- c) Also, The Veteran’s Club, which is held on Wednesday mornings at the Life Church in Cuffley, is very well attended and very successful.
- d) RK asked the question as to whether the defibrillators in the area are regularly checked to guarantee that they are in working order, and that a ‘bleed kit’ was present. CH said that she regularly checks the ones in the surgeries and BC assured that the defibrillator outside the Methodist Church in Goffs Oak was definitely in working order at present. The defibrillator in the car park outside the surgery is not a responsibility of the Practice.
- e) SG questioned why the Triage booking system does not function over the weekend. DrV explained that it could only function safely and effectively when the surgery was open and manned. There was also the thought that some patients who may have emailed for an appointment on Saturday morning, might well possibly be better by Monday morning?
- f) The PPG set up drop-in centres earlier in the year to help patients download the NHS App. Unfortunately, they were not well attended. It was proposed that the PPG could attend the ‘flu clinics in the autumn to try to get more people to sign up.
- g) DD asked what is the best way to ensure accuracy when requesting repeat prescriptions. DrV advised that the best way to do this was online. DeR said that the Pharmacist at Boots advised that when patients collect their monthly batch of medication in store, they should tick their own requests on the batch repeat prescription sheets, as this would also avoid any mistakes.

*DeR to set up
a rota to
cover the ‘flu
clinics in
October in the
autumn*

10. **Date of The Next Meeting:** Wednesday November 11th 2026

AGM: Wednesday 8th July – all members are invited to the AGM.

Please let Denise know in advance if you would like to attend.

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