



The Avenue Surgery

Dr Jane Livingston & Dr Andrew Dharman

102 The Avenue, Ealing, W15 5LA

0208-997-2525

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www.102theavenue.co.uk

PPG MEETING MINUTES

28th January 2026

Items discussed

Purpose and vision of PPG. What are we here for and what is our aim?

The practice aims to stay ahead of the growth curve by ensuring sufficient appointments and clinicians, currently being ahead of the required ratio of appointments per clinician.

The practice aims to maintain continuity of care and a traditional family practice feel, which is associated with better patient outcomes (disease outcomes, hospital admissions, complication rates) and improved clinician well-being. The practice will engage with the PPG for support to ensure we are moving in the right direction.

Overview of Surgery and Staffing

Current team comprises six doctors (Dr Dharman, Dr Livingston, Dr Anastasia, Dr Anna, Dr Sarah, Dr Tamsin), two nurses (Melanie, Venetta), one healthcare assistant (Lorraine), one GP assistant (Jackie), two clinical pharmacists (Kelechi, Dima), reception team (Ceri, Jules, Fartun), administrators (Asmat, Chris, Margaret), deputy practice manager (Carol), and practice manager (Sangeeta).

Dr Livingston and Dr Dharman are partners. Dr Anna Paul I is a sessional GP with an interest in lifestyle medicine and nutrition. Dr Tamsin Robinson is a sessional GP and the mental health lead in the ICB and safeguarding for Northwest London. Dr Sara Kayat works on Monday mornings, also works in another NHS practice and privately, and is a TV doctor. Dr Anastasia Shulkin is a PCN GP.

Clinical pharmacists, Kelechi and Dyma, work three days a week and are clinically trained to conduct medication reviews, dosage checks, asthma reviews, diabetes checks, and chronic disease management.

Nurses are undergoing advanced nurse training to manage minor ailments.

Rizul is a new team member performing phlebotomy and will go on to work as a Physicians Associate in due course. Jackie, the GP assistant, is trained for ECGs.

Discussion on appointment booking: current system offers same-day availability for urgent appointments. E-consults are encouraged for less urgent matters, allowing patients to state preferences and comments, usually reviewed the same or next day.



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Link to page on website with details of staff: [SURGERY TEAM](#)

Building / surgery plans and vision

Discussion regarding the growth in practice list size from approximately 3,500 patients eight years ago to the current number, attributed to general population increase in London, conversion of houses to flats, local mobility, and a practice closure in Pitshanger which led to inheriting about 1,000 patients.

Planning permission approved for surgery expansion: downstairs extension with four new rooms, and a downstairs disabled access indoor toilet.

Vision for the surgery includes a community garden with planters for patients and families, and a back garden with benches and a well-being room for reading, coffee, and relaxation.

Current renderings of new rooms are for aesthetic feel, not equipment; all new couches will be height-adjustable, motorised, and comfortable.

Long process with NHS England required for business case approval, with no definite timeframe (estimated one to two years) to commence building.

Patient participation group feedback requested to improve patient experience and guide future developments.

The general feedback was positive when the building work changes are to happen to the surgery. The patients voiced their concerns on many aspects of the building that they find hinder their experience as a patient. There was particular concerns about the outside toilet and safety of this when its raining and wet. It was voiced that this is not acceptable currently for patients to have to go outside in the cold to use the toilet. The upstairs one is not accessible for disabled patients. There was also concerns about the couch in Dr Livingston's room being too difficult to get up on as this is fixed in place. Further concerns were raised about having to wait for a free room on the lower floor for any patient who cannot go upstairs to see a clinician. Due to the lack of rooms, and busy surgery, patients felt that they had to wait until a room was free for them to be consulted.

Investigating ability to send child-related communications to both parents via System One, as currently only one preferred contact can be designated. A request will be sent to System One for this additional functionality.

Exploring the possibility of "changing places" toilet facilities in the new premises, which include a bed for adult changing, subject to space and configuration.



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Cancer screening talk coming up via PCN.

A cancer screening talk via the PCN for patients in the network (ten practices in central Ealing) will be announced via email, to be held on Zoom. PPG members will be sent an invite in the follow up to this meeting to attend this for 4 Feb 26.

Google reviews

Google reviews are welcomed for staff morale and feedback. We have various places in the surgery where QR codes are being used to obtain these and we have garnered very positive feedback and reviews in recent years related to the surgery.

AI and Heidi

AI Scribe software is used for transcription during consultations to aid typing, record keeping, and allow clinicians to focus on patients, with transcripts deleted after use. It does not store voice, notes, or identify individuals and is not linked to the NHS system for notes. Reassurance regarding the AI consultation software, stating it only transcribes voice to text, does not store data, or identify individuals.

A link about Heidi is on our website: [HEIDI TOOLS](#)

Diary of Gardening Group – Success story share

Our gardening group success story was shared and link to the website below shows how patients got together successfully to change the garden in the front of the surgery. This was also very therapeutic for many patients who joined the initiative and we have a tangible result of the wonderful efforts made by our patients in the surgery

Link to the story : [GARDENING GROUP DIARY](#)

AOB

Discussion regarding automated messages after blood results, specifically concerning dietary advice for cholesterol, which can be upsetting if not filtered by a human clinician who knows the patient's full context (e.g., eating disorders).

All results are viewed by a GP, who adds a comment or action. Generic messages advise contacting the GP if an issue is identified.

Issues with the NHS app displaying "more results coming in" even when all results have been received, causing confusion.



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Admin colleagues to investigate proxy access via the AirMed app for sharing medical records, potentially allowing adults to grant access to family members for record sharing, as currently proxy access for adults is typically only for those without mental capacity.

Development of a new patient information form or video tutorials to explain practice functions (e.g., contact details, appointment booking methods), as new patients, especially those new to the UK, find navigating the NHS challenging.

Consideration of a Park Run initiative.

Action Point Table

	Description	Who to Action	Status
1.	Display posters and info about Heidi in the surgery	Admin	Posters are up in waiting rooms and GP rooms and on the website
2.	Proxy access – check how patients can share their details with a parent or members of the family	Admin	This has been investigated. We can only see a family members messages when we access their App. For more information we need to obtain consent from the family member and obtain proxy access
3.	Create a patient info sheet or page for new patients to know who is who and what services are available	Admin and PM	In progress we will share this with the PPG and new patients
4.	Park Run Initiative	Partners and PM	In review
5.	How to add more than 1 main phone no on pt record – being investigated with S1	Admin and PM	In review to speak to System one
6.	An easier format for econsult form – being investigated with PCN	PM to speak to ICB	In review
7.			



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ATTENDANCE SHEET

KATHURIA, Sangeeta Practice Manager
BAMRAH, Jaideep Admin Lead
DHARMAN, Andrew GP Partner

Patients:

