

LATHOM ROAD MEDICAL CENTRE

PPG Meeting agenda

Date of meeting	Monday 04.12.2023
Time of meeting	12.30pm
Attendees	JAMES, Sebastien (Mr) GRAINGER, Victoria (Mrs), GRIFFITH, Edward (Mr.), NAMATA, Joy (Miss.), BHOWMIK, Haradhan (Mr.)
Apologies	
Staff member taking minutes	Modesta (admin)

A patient participation group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors and staff.

IRIS 12.30-12.45

Agenda Item	Discussion	Actions	Person Responsible	Date to be achieved by
Matters Arising from last meeting (date)				
Macmillan Coffee morning and PPG workshop	<ul style="list-style-type: none"> • Practice arranged Macmillan cancer coffee morning and PPG workshop. Thank you for those who attended and supported. • We had 3 to 4 patients who showed interest to join our PPG group and sign-up form were given to them. • The practice raised awareness and importance to the patients for Breast, Bowel and Cervical cancer. Leaflets were at the reception for patients to collect. • Coffee and baked goods were provided to the patients which were donated by staff members. • We have raised £188.26 in cash and some donations has been done online. 	Raise awareness and money	All staff / patients	Completed September 2023

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This meeting's agenda items (date)				
<p>Chairperson</p> <p>Unfortunately, Sadia Saba won't be able to participate as a chairperson. Mr Mitesh kindly offered his support to be a chairperson.</p> <p>If anyone else is interesting to become a chairperson, please email the practice. Email will also be sent with minutes to all PPG members.</p> <p>Responsibilities of a chairperson:</p> <ul style="list-style-type: none"> • The Chairperson shall be elected by the PPG members to serve for a period of 24 months. <p>Before the meeting:</p> <p>It is part of the job of the Chairperson to help the PPG Admin lead to put together the Agenda for each meeting. It is a good idea for the Chairperson to:</p> <ul style="list-style-type: none"> • Make sure they know about each item to be discussed at the meeting. • Work out how much time will be needed to cover each item on the agenda and try not to let the discussions of each item go over that time. • Decide what result is needed from each item on the agenda. <p>During the meeting:</p> <p>It is an important part of the Chairperson's role to make sure meetings run efficiently and fairly. In order to do this the Chairperson should:</p> <ul style="list-style-type: none"> • Stick to the meeting's Agenda, so that everything that needs to be discussed at the meeting is covered and all decisions that need to be, are made. • Always be aware of the time. Make sure the meeting stays on schedule and does not overrun its planned finishing time. • Always aim to be open-minded, fair and impartial, never letting their own views on a subject, organization or person affect how they run the meeting. • Liaising on behalf of the PPG with the Practice Manager 	<p>Unfortunately, Sadia Saba won't be able to participate as a chairperson. Mr Mitesh kindly offered his support to be a chairperson.</p> <p>If anyone else is interesting to become a chairperson, please email the practice. Email will also be sent with minutes to all PPG members.</p> <p>Responsibilities of a chairperson:</p> <ul style="list-style-type: none"> • The Chairperson shall be elected by the PPG members to serve for a period of 24 months. <p>Before the meeting:</p> <p>It is part of the job of the Chairperson to help the PPG Admin lead to put together the Agenda for each meeting. It is a good idea for the Chairperson to:</p> <ul style="list-style-type: none"> • Make sure they know about each item to be discussed at the meeting. • Work out how much time will be needed to cover each item on the agenda and try not to let the discussions of each item go over that time. • Decide what result is needed from each item on the agenda. <p>During the meeting:</p> <p>It is an important part of the Chairperson's role to make sure meetings run efficiently and fairly. In order to do this the Chairperson should:</p> <ul style="list-style-type: none"> • Stick to the meeting's Agenda, so that everything that needs to be discussed at the meeting is covered and all decisions that need to be, are made. • Always be aware of the time. Make sure the meeting stays on schedule and does not overrun its planned finishing time. • Always aim to be open-minded, fair and impartial, never letting their own views on a subject, organization or person affect how they run the meeting. • Liaising on behalf of the PPG with the Practice Manager 	<p>Email practice if anyone is interesting to become a chairperson.</p> <p>Email will be sent to all PPG members.</p>	<p>PPG members</p>	<p>March 2024</p>

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	<ul style="list-style-type: none"> • It is the Chairperson's role to ensure that all PPG members are enabled to undertake joint responsibility in carrying out the group's objectives. • Make sure everyone who wants to, has an opportunity to speak and play an equal part in any decisions made. No one person, in particular the Chairperson, should dominate the discussions. • Keep good order and make sure everyone can hear what other people have to say. • Helping to sort out conflicts and difference of opinion. • Sum up any important points or discussions as they are made. • Make sure people have done things they agree to do at earlier meetings. • Ensure that any action points of the meeting are assigned to members of the group before the meeting ends. • Appoint a Deputy Chairperson, if the Chairperson is unable to attend the meeting. 			
<p>IRIS</p>	<p>IRIS- Identification referral improve safety. London black women project supporting women and men experiencing domestic violence and abuse. IRIS team support patients with housing issues, benefits and childcare if required. They also provide services such as refuge, counselling face to face or online, community services, language line if translator required, and talking therapies. They have case workers; immigration advisor and children support on site. Lathom Road medical centre had a training how to identify whoever is at risk of domestic violence or abuse. Referral can be done by your GP, please speak with the member of staff.</p> <p>Please see below their telephone number.</p> <p>02084720528</p>	<p>Speak with GP for referral to be made or call them yourself</p>	<p>Patients</p>	<p>On going</p>

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Catchment area	 catcment .docx New catchment area for Lathom Road medical centre. We cover E6 and E12 only. Patents living outside catchment area will not receive community referrals and home visits.	Please register with another surgery if live outside the catchment area	Patients	On going
Patient access	<ul style="list-style-type: none"> • Call back – when patients are 5th in the queue will hear the option for a call back, please choose an option if can't wait in the queue. Call back will be made automatically once your queue comes up. • NHS app- please download the app on your phone. You can access your records, book appointments and request repeat prescriptions. • Practice website – text messages has been sent to all patient to inform of our website. Please check the website for the latest information. www.lathomroadmedicalcentre.co.uk 	Download NHS app. Visit practice website for an updates	Patients	Ongoing
Quality improvement	Please see patient surveys below. <ul style="list-style-type: none"> • Patient survey <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 10px;"> <div style="text-align: center;">  GPPS_2023_GP_Info graphic_PUBLIC_F84 </div> <div style="text-align: center;">  GP Survey 2023-Practice Comp </div> </div> • September/October as a PCN QI we conducted our survey on how easy is to get through to the surgery by phone. 	N/A	N/A	Ongoing

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Calls	<p>Please see call data below for the last two months. Phone lines been busy because of the flu season as well.</p> <p><u>November 2023</u></p> <table border="1" style="width: 100%; border-collapse: collapse; background-color: #f2f2f2;"> <tr> <td colspan="4">1. Call Summary</td> </tr> <tr> <td>Total Inbound:</td> <td style="text-align: right;">4,846</td> <td>Calls That Queued:</td> <td style="text-align: right;">3,683</td> </tr> <tr> <td>Answered:</td> <td style="text-align: right;">3,126</td> <td>Answered from Queue:</td> <td style="text-align: right;">3,014 (81.8%)</td> </tr> <tr> <td>Dialled Calls:</td> <td style="text-align: right;">3,693</td> <td>Missed from Queue:</td> <td style="text-align: right;">669 (18.2%)</td> </tr> <tr> <td>Average Queue Time Answered</td> <td style="text-align: right;">3m 21s</td> <td>...Ignoring Repeat Callers:</td> <td style="text-align: right;">430 (11.7%)</td> </tr> <tr> <td>Average Queue Time Missed</td> <td style="text-align: right;">3m 8s</td> <td></td> <td></td> </tr> </table> <p><u>October 2023</u></p> <table border="1" style="width: 100%; border-collapse: collapse; background-color: #f2f2f2;"> <tr> <td colspan="4">1. Call Summary</td> </tr> <tr> <td>Total Inbound:</td> <td style="text-align: right;">4,724</td> <td>Calls That Queued:</td> <td style="text-align: right;">3,666</td> </tr> <tr> <td>Answered:</td> <td style="text-align: right;">3,165</td> <td>Answered from Queue:</td> <td style="text-align: right;">3,098 (84.5%)</td> </tr> <tr> <td>Dialled Calls:</td> <td style="text-align: right;">4,097</td> <td>Missed from Queue:</td> <td style="text-align: right;">568 (15.5%)</td> </tr> <tr> <td>Average Queue Time Answered</td> <td style="text-align: right;">2m 47s</td> <td>...Ignoring Repeat Callers:</td> <td style="text-align: right;">371 (10.1%)</td> </tr> <tr> <td>Average Queue Time Missed</td> <td style="text-align: right;">2m 57s</td> <td></td> <td></td> </tr> </table>	1. Call Summary				Total Inbound:	4,846	Calls That Queued:	3,683	Answered:	3,126	Answered from Queue:	3,014 (81.8%)	Dialled Calls:	3,693	Missed from Queue:	669 (18.2%)	Average Queue Time Answered	3m 21s	...Ignoring Repeat Callers:	430 (11.7%)	Average Queue Time Missed	3m 8s			1. Call Summary				Total Inbound:	4,724	Calls That Queued:	3,666	Answered:	3,165	Answered from Queue:	3,098 (84.5%)	Dialled Calls:	4,097	Missed from Queue:	568 (15.5%)	Average Queue Time Answered	2m 47s	...Ignoring Repeat Callers:	371 (10.1%)	Average Queue Time Missed	2m 57s			N/A	N/A	On going
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<p>PPG members feedback</p>	<p>Victoria: would like to get feedback regarding the move that should happen next year. Will send an update by email with minutes. The latest update regarding moving will be shared at the next PPG meeting in March 2024.</p> <p>Joy: blood test- if anyone not sure how to book blood test online, they can ask reception staff at the surgery to book an appointment. Urgent blood test doesn't require appointment, walk in services can be used at Shrewsbury center.</p>	<p>PM to provide feedback on the move.</p> <p>Ask reception staff for help to book blood test</p>	<p>PM</p>	<p>March 2024</p> <p>On going</p>
<p>Next meeting</p>	<p>March 2024</p>			