

## LATHOM ROAD MEDICAL CENTRE

### PPG Meeting minutes

Date of meeting	Monday 13 <sup>th</sup> March 2023
Time of meeting	12.30pm
Attendees	Dr Reena, Kamaljeet, Sravya, Modesta, Edward Amusan, Eduard Gomaromi, Muniba Naeem, Annata Paul, Amardeep Singh, Victoria Grainger, Saddia Saba, Sebastian James, Edward Griffith, Nyugab Nora Linwe, Ebrahim Kordrostami.
Apologies	
Staff member taking minutes	Modesta

**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.**

Agenda Item	Discussion	Actions	Person Responsible	Date to be achieved by
<b>Matters Arising from last meeting (date)</b>				
<b>New surgery location</b>	<p>We are hoping to move in The new location will be on Barking Road The name of the building is Hartley Medical Centre Our individual surgery name has not been finalised There is another GP surgery that will be moving in with us but will run separately.</p> <p>PPG member Vicky visited the surgery in February with a concern of a new surgery location. The information letter Vicky created will be sent to PPG members along with minutes.</p>	<p>Patients informed of a new surgery location</p> <p>Send letter to PPG members</p>	<p>PM</p> <p>Modesta</p>	<p>On going</p> <p>March 2023</p>

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<b>CQC report</b>	<p>Care Quality Commission: Independent body that rates the performance, service and patient care that a GP practice provides.</p> <p>First inspection was in May 2022 Report stated that we were inadequate and that we are under special measures Updated report was in July 2022 The rating was not changed but the practice is improving Latest inspection was in January 2023, report came back as GOOD</p>	Report can be found on the surgery website	PM	Completed January 2023
<b>Chairperson</b>	<p>Practice would like to elect a chairperson: The main role of the Chair is to manage your group meetings and make sure they run smoothly and fairly. Chairperson role information will be on our Practice Website under PPG and will be sent via email To nominate yourself please email us on <a href="mailto:newccg.lathom.patients@nhs.net">newccg.lathom.patients@nhs.net</a> If the Practice receives more than one nomination, an election will take place.</p> <p>Members who would like be a chairperson: SABA, Saddia Nyugab Nora Linwe.</p>	<p>PPG members inform surgery by email if they would like to be a chairperson.</p> <p>To take nomination until end of March and hold an election(If multiple nominations )</p>	<p>PPG members</p> <p>PPG Members</p>	<p>On going</p> <p>June 2023</p>

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<b>Phlebotomy</b>	Email has been sent to all PPG members with an update regarding blood test waiting time. Urgent- on the day or next day only. This has been confirmed with the phlebotomy department. Normal routine appointment 1 week wait time.	Email has been sent to PPG members	Modesta	Completed December 2023
<b>Enhanced Service Access</b>	If patient cannot get an appointment with the GP, they can call enhanced service to get an appointment. They provide Doctors, HCAs, nurses and pharmacists appointments. Number 02075409949 Shrewsbury health Centre All details can be found on the website. Messages has been sent to patients with all the information.	Please share information with friends and family. To be shared on our website too.	APM/Modesta	On going
<b>This meeting's agenda items (date)</b>				
<b>Practice vision and values</b>	New PPG members joined.  PRACTICE VISION To be committed to provide the highest standard of care for our patients in a safe, responsive and caring manner.  PRACTICE VALUES: Provide Quality and Helpful care Be committed to our patients' needs Work together to achieve success Act with Respect and Integrity Be Compassionate and Fair Take Ownership and Accountability Innovate to make a difference	Ongoing, work.	All staff	On going

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<p><b>What is PPG</b></p>	<p>Patient Participation Group The group is made up of: GP practice patients (aged 16 and over) Carers of registered patients Members of the GP practice staff</p> <p>The aim of this group is to influence the way services are delivered by the practice.</p> <p>At the moment practice have 28 people who are interesting in joining PPG</p>			
<p><b>Roles and responsibilities for joining PPG</b></p>	<p>What PPG members do:</p> <ul style="list-style-type: none"> <li>• Review patients’ surveys and feedback.</li> <li>• Listen to patients’ stories and views.</li> <li>• Explore ideas and suggestions on how to improve patients’ experiences in the GP Practice.</li> <li>• Discuss with GP Practice staff and agree on an action plan for service improvements.</li> <li>• Monitor the implementation of the service improvement action plan.</li> </ul> <p>What PPG members not do:</p> <ul style="list-style-type: none"> <li>• A PPG meeting is not a forum to raise individual complaints.</li> <li>• A PPG meeting is not a forum to seek medical advice</li> </ul>	<p>Speak up if improvement needed</p> <p>Do not discuss any personal issues in the meeting</p>	<p>PPG members</p>	<p>On going</p>
<p><b>What happens at PPG meeting</b></p>	<p>The meeting is managed by the Chairperson or Practice Manager. Held every quarter The meeting follows an agenda that can look similar to this:</p> <ol style="list-style-type: none"> <li>1. Welcome and introductions</li> <li>2. Minutes and actions arising from the last meeting</li> <li>3. Updates from GP practice staff</li> <li>4. Other agenda items</li> <li>5. Patients’ feedback, suggestions and comments</li> </ol>			<p>On going</p>

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	<p style="text-align: center;">6. Date of the next meeting The meetings usually lasts around an hour.</p>			
<b>Website</b>	<p>Health awareness and all updates can be found on the surgery website. Any information and workshops about community will be updated on the website.</p>	Update website	Modesta	On going
<b>New staff members</b>	<p>Since last meeting we had, new staff members joined the surgery team.</p> <p>Jaya Karsan- receptionist Sravya Anilkumar – Assistant practice manager.</p>			
<b>Calls</b>	<p>We monitor the calls, to see if we are improving our service. Please see the breakdown below for the last 2 months.</p>	Monitor calls	PM	On going

## LATHOM ROAD MEDICAL CENTRE

### January 2023

Inbound overview for the last 30 days

Inbound Calls	Answered	% Answered	Missed
5,427	3,229	59.5%	1,295
% Missed	Abandoned	% Abandoned	
23.9%	903	16.6%	

### February 2023

Inbound overview for the last 30 days

Inbound Calls	Answered	% Answered	Missed
4,988	3,336	66.9%	720
% Missed	Abandoned	% Abandoned	
14.4%	932	18.7%	

### **Community pharmacy referrals**

Sign posting patients to community pharmacy where patients do not need to book GP appointments. Please see the list below for the illnesses covered by community pharmacists.

Reception can make a referral. Information to be made available on our website

APM/Modesta

Completed  
([See Appendix 3](#))

## LATHOM ROAD MEDICAL CENTRE

	<ul style="list-style-type: none"> <li>• Acne, spots and pimples</li> <li>• Allergic reaction</li> <li>• Ankle or foot pain or swelling</li> <li>• Athlete's foot</li> <li>• Bites or stings, insect or spider</li> <li>• Blisters</li> <li>• Constipation</li> <li>• Cough</li> <li>• Cold and 'flu</li> <li>• Diarrhoea</li> <li>• Ear discharge or ear wax</li> <li>• Earache</li> <li>• Eye, red or irritable</li> <li>• Eye, sticky or watery</li> <li>• Eyelid problems</li> <li>• Hair loss</li> <li>• Headache</li> <li>• Hearing problems or blocked ear</li> <li>• Hip, thigh or buttock pain or swelling itch</li> <li>• Knee or lower leg pain</li> <li>• Lower back pain</li> </ul>	<ul style="list-style-type: none"> <li>• Lower limb pain or swelling</li> <li>• Mouth ulcers</li> <li>• Nasal congestion</li> <li>• Pain and/or frequency passing urine</li> <li>• Rectal pain</li> <li>• Scabies</li> <li>• Scratches and grazes</li> <li>• Sinusitis</li> <li>• Shoulder pain</li> <li>• Skin, rash</li> <li>• Sleep difficulties</li> <li>• Sore throat</li> <li>• Teething</li> <li>• Tiredness</li> <li>• Toe pain or swelling</li> <li>• Vaginal discharge</li> <li>• Vaginal itch or soreness</li> <li>• Vomiting</li> <li>• Wound problems – management of dressings</li> <li>• Wrist, hand or finger pain or swelling.</li> </ul>			
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<p><b>Self-booking</b></p>	<p>Offering patients to book appointments for immunisations and smears. Set appointments for the nurse has been created. Messages with the link will be sent to the patients where they can book the appointments through their smartphones.</p> <p>Self-booking appointments for HCA will start from April for asthma diabetes, hypertension.</p>	<p>Book appointments online</p>	<p>Patients</p>	<p>On going</p>
<p><b>Patient feedback</b></p>	<p><b>January we received:</b> 5 Friend and family survey – all positive 9 patient feedback - all positive</p> <p><b>February we received:</b> 10 family and friends – 7 positive and 3 neither likely nor unlikely. 11 patient feedback – all positive</p> <p>We want to encourage more people to complete the forms so we can improve the service.</p>	<p>Ask patients to complete feedback forms</p>	<p>All staff / patients</p>	<p>On going</p>
<p><b>Feedback from PPG members</b></p>	<p><b><u>Personal data handling</u></b></p> <p><b>Eduard:</b> Reception staff asking personal information in front of other patients. Other patients can hear the information, which should be confidential. <b>Nora</b> suggested to create a form and give it to the patients when they arrive to provide personal information. <b>PM:</b> Will address the issue straight away to the staff. Patients come from different countries, which makes it difficult to understand, and some patients cannot speak or write English.</p> <p><b><u>Relocation</u></b></p> <p><b>Victoria:</b> The new surgery location will be too far for people who live in Burges Estate. There are no buses in the estate, to get to the new practice will be costly or people have to walk for 25-30min. Notes have been done by Victoria which will go out to all PPG members.</p>	<p>Reception staff to ask provide details on paper</p> <p>Reception to not repeat the details out loud</p>	<p>PM/ all staff</p> <p>Modesta</p>	<p>On going</p> <p>March 2023</p>



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	<p><b><u>Pharmacy referrals/social prescribers</u></b></p> <p><b>Naeem:</b> Patients do not like paying for their prescriptions. When referring patient inform them they might have to get a medication over the counter.</p> <p><b>Dr Reena:</b> With the restrictions and the debt that the NHS is on, we cannot really afford to keep giving out medications, which are for short-term illnesses, which are readily available over the counter when there are not enough funds for like cancer treatment.</p> <p><b>Nora:</b> GP practice should consider patients who are on benefits or struggling with money.</p> <p><b>PM:</b> We have a social prescribers working in the surgery, so any patient struggling with money, food or other issues can be supported by social prescribers.</p> <p><b>Dr Reena:</b> GP needs to promote social prescribing more so patients can have an understanding what they do and what support they can get.</p> <p><b><u>Languages</u></b></p> <p><b>Saddia:</b> Options of choosing different language.</p> <p><b>Pm:</b> We have translated registration forms in different language for people to understand. Forms are also available in Romanian, Urdu, Bengali and Hindi. Patients can choose different language on the website.</p> <p><b><u>Feedback</u></b></p> <p><b>Saddia:</b> Suggestion to make a simple form for patients to complete after appointment.</p> <p><b>PM:</b> we have a very simple form to complete, but patients do not like completing or do not fully fill in the form. In the future, we should look into translating the forms in different languages.</p> <p><b>Saddia:</b> Maybe sending messages to patients to complete the feedback forms.</p> <p><b>PM:</b> After appointments, we send messages to patients to get feedback.</p>	<p>Inform patients of paying for over the counter medication at pharmacy</p> <p>Promote social prescribers to patients</p> <p>To check if translation is available</p>	<p>All staff</p> <p>PM</p> <p>APM/Modesta</p>	<p>March 2023 – Completed (<a href="#">See Appendix 2</a>)</p> <p>Completed (<a href="#">See Appendix 1</a>)</p> <p>On going</p>
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## LATHOM ROAD MEDICAL CENTRE

	<p><b><u>Interpreter</u></b></p> <p><b>Sebastian:</b> GP to provide translator to help patients who cannot speak fluent English. <b>PM:</b> Practice has language line in service that can help with interpretation. When patients book appointment or come in to the surgery for other reasons, they can request for the interpreter, which will be provided.</p>	Request interpreter if required	Patients	On going
	<p><b>Next meeting: June 2023</b></p>			

# LATHOM ROAD MEDICAL CENTRE

## Appendix 1: Translation available on our website

Powered by My Surgery Website

# Lathom Road Medical Centre

2a Lathom Road, East Ham, London, E6 2DU  
Tel: 020 8548 5640

Home News Online Services Opening Times Prescriptions Appointments New Patients Services Staff Useful Forms NHS Zero Tolerance Policy Practice Innovation

You Said We Did PPG Contact

Have your say

LATEST: [Changes in Enhanced Access Service from 1st October 2022 ...](#)

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- STRICTLY NECESSARY
- PERFORMANCE
- FUNCTIONALITY

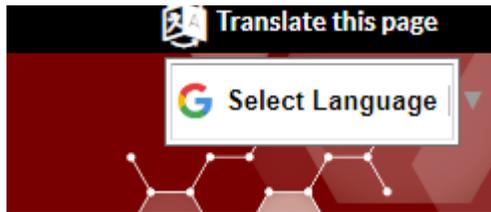
ACCEPT ALL DECLINE ALL

# LATHOM ROAD MEDICAL CENTRE

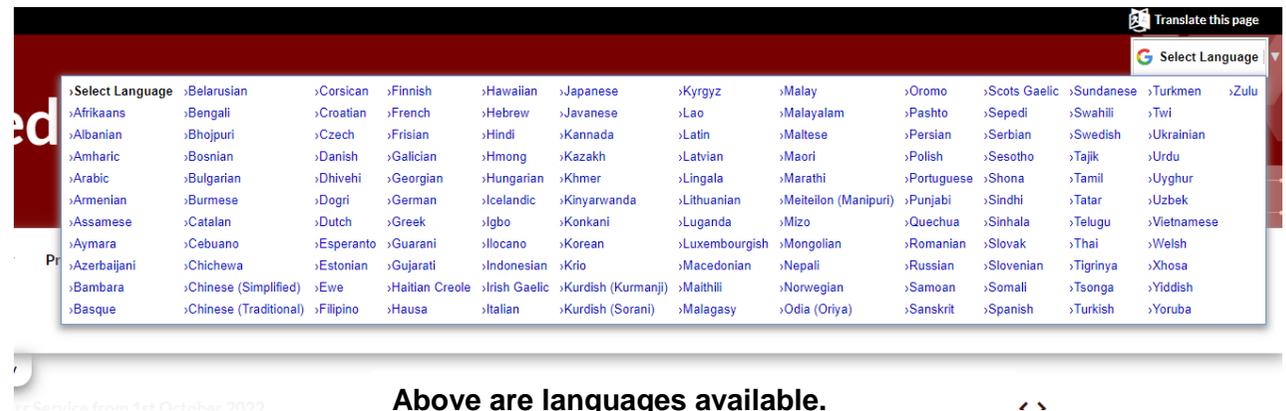


On the top right hand side of our website, the above option is available.

Kindly enable the cookies in order to start the function



Once you have enabled the cookies, you can select your desired language



Above are languages available.

# LATHOM ROAD MEDICAL CENTRE



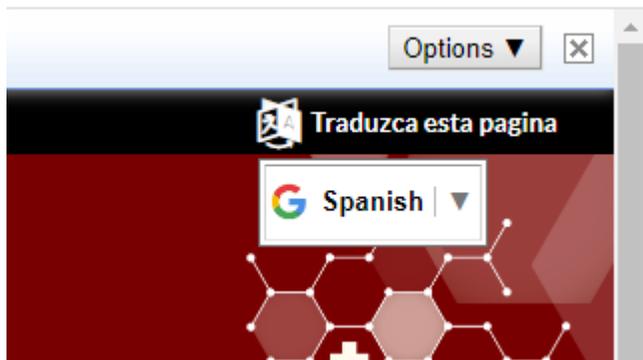
- Hogar
- Noticias
- Servicios en línea
- Los horarios de apertura
- recetas
- Equipo
- Nuevos pacientes
- Servicios
- Personal
- Formularios útiles
- Política de tolerancia cero del NHS
- Práctica Innovación
- dijiste que lo hicimos
- PPG
- Contacto

da tu opinión

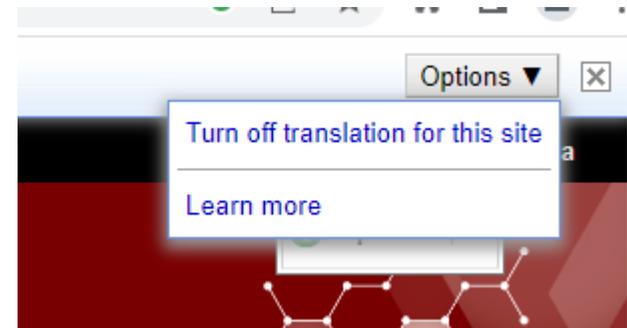
EL ÚLTIMCPuede ponerse en contacto con su médico de cabecera en línea para obtener consejos de salud utilizando el siguiente enlace: ...



Here is an example of our website translated into Spanish.



You can change your language here anytime.



You can also turn off the translation here.

# LATHOM ROAD MEDICAL CENTRE

## Appendix 2: Social prescribing service

 [MSK leaflet](#)

Social prescribing



**NHS Social Prescribing** LATHOM ROAD MEDICAL CENTRE

be more active

support your mental wellbeing

be healthier

be more socially connected

live well & more independently

support with your finances

Do you need support with housing, debt, employment, lifestyle, managing your mental health, loneliness etc.?

**Social Prescribing may be able to help.**

Social Prescribing can link you in to support within your community to help you to work towards a more fulfilling life.

Speak to a member of the surgery team to find out more.

The above poster is available under the clinics and services section on our website.

# LATHOM ROAD MEDICAL CENTRE

## Appendix 3: Community Pharmacy Consultation service

### Community Pharmacy Consultation Service (CPCS)

The NHS Community Pharmacist Consultation Service (CPCS) is a national Advanced Service to refer patients requiring low acuity advice and treatment to community pharmacies.

The service aims to reduce pressure on the primary and urgent care system, particularly Accident and Emergency and GP out of hours.

Referral to the service can be made by our surgery staff.

Please see the file below for the illnesses covered by the service.

 [CPCS list](#)

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The above details are now available in our website under clinics and services.