

LATHOM ROAD MEDICAL CENTRE

AGENDA for PPG Meeting

Date of meeting	Thursday 15 th September 2022
Time of meeting	1pm
Attendees	EG, EK, MRV,KS
Apologies	RV, SA,AM,FH,HB,LB
Staff member taking minutes	MRV

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
Matters Arising from last meeting (date)				
New premises	Discussed the new premises. Surgery will be relocating in 2 years' time to Barking street.			
Incoming telephone calls	Surgery receives around 6000 phone calls a month. Want to improve and arrange times for patients to call the surgery.			
Specific times for patients to call practice	Discussed times for patients to call the surgery for a different query. For example urgent appointments from 8-10am, administrative help from 12-2pm.			
Complaints/Compliments/ Patient feedback	Patients appreciated that the practice was offering services despite the pandemic			

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This meeting's agenda items (date)				
1.Vaccination : <ul style="list-style-type: none"> • Flu • Polio 	Lathom Road is one of the first surgeries to receive flu vaccines in September. Nearly 100 patients are due for Polio. Had 2 polio clinics at the surgery so far. Doing home visits for flu/covid vaccines for housebound patients.	Ongoing, work.		
2. Cleanliness outside surgery	Working closely with cleaning staff to improve cleanliness outside surgery	Pictures taken to show how it has been improved. Members were happy.	PM & cleaning company	30/8/22- ongoing
3.Quality improvement for patient access	Telephone timing for results. Surgery will change test results times for patients to call. It will be changed from 12pm-4pm. It will be more convenient for patients who work and can make a call at their lunch time.	Message changed on 16.09.22		
5. Coffee morning/ cancer day 30th September	Practice will organise a Macmillan Cancer Coffee morning with tea/coffee and cakes at the surgery for patients, hopefully surgery will be able to raise some money. Surgery will also have PPG workshop on the same day to get more people involved. Requested PPG members to attend and support us and have more patients to join the PPG group.	PM & Admin	PM, Admin & PPG members	30/9/22

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Feedback from patients	EG- has no issue, happy with the services will be a lead person of PPG meetings. EK- Appreciate the service we provide, no issue	Will continue to improve our service	PM	
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