

LATHOM ROAD MEDICAL CENTRE

PPG Meeting agenda

Date of meeting	Wednesday 12.06.2024
Time of meeting	11:00 am
Attendees	Mr Mitesh Shah, Mr Ebrahim Kordrostami, Prabhavathi and Sravya Anilkumar
Apologies	GP Partners
Staff member taking minutes	Sravya

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)				
Chairperson	<ul style="list-style-type: none"> As we have not received any other nominations for the chairperson role, besides Mr Mitesh Shah, he has been elected as the new Chairperson. <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: 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>	To discuss further on the role and responsibilities of a chairperson.	APM	Sept 2024

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	<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 • 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>This meeting's agenda items (date)</p>				
<p>New practice manager</p>	<p>We have a new practice manager, Prabha Gopinath. She took the role since mid-January 2024.</p>			

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	<ul style="list-style-type: none"> • Apologised for the delay in scheduling the PPG meeting as PM was settling in and the PPG secretary was on long-term leave • APM will look after PPG meeting and the arrangement, until the PPG secretary return. 			
IRIS	<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> <ul style="list-style-type: none"> • Informed patients can contact the IRIS team for any support. 	The service should be published in our new website, along with any contact details.	APM	Aug 2024
Patient access	<p>New Practice website with up-to-date technology.</p> <ul style="list-style-type: none"> • New Practice website was focused on user friendly and access for all, it has translation service available. • The website is still undergoing updates, but we do have a new interface which is easier/simpler to use. • Some of the link may be not in operation as it's still being updated. 	To update the website with links and news.	APM	Aug 2024
Relocation update	<p>As requested, an update on relocation will be discussed.</p> <ul style="list-style-type: none"> • Hartley Health Centre • Upon moving, we are planning to change the surgery name from LRMC. All PPG members and staffs are requested to suggest a new name for surgery as per our service & values. 	Waiting for the surgery name suggestions		

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	<ul style="list-style-type: none"> Please email the new name to surgery's "Info" email address. After 4 weeks GP partners and PM will choose the name from the suggested names. 			
New services	<ul style="list-style-type: none"> New PCN roles are available in the Practice, such as: <ul style="list-style-type: none"> Mental health occupational therapist <ul style="list-style-type: none"> Managing patients that have a mental health need/diagnosis that is affecting their everyday functioning/activities this include areas of but not limited to. Paramedic: services include: <ul style="list-style-type: none"> Home visits Acute symptoms- Telephone & F2F appt in surgery 	Service info - to update the website	APM	Aug 2024
PCN	PCN wide PPG event plans are undergoing, Once the date & venue confirmed all our PCN practices PPG members will be contacted.	Waiting for PCN		
AOB	<ul style="list-style-type: none"> To boost the number of patients signed up for Patient Participation group. <ul style="list-style-type: none"> To send a batch message to the patient list to inform of the PPG group and if anyone is interested in joining the group. To possibly hold the meeting at another time of the day, which might suit the individuals. For example: late afternoons can accommodate any office workers. A survey to be conducted to find out the most convenient time to have the PPG meeting. To look into holding the meeting at a different location to accommodate more people. There is a PCN PPG meeting under planning. In due course, everyone will be invited and specifics to be discussed/informed when confirmed by PCN. 			
Next meeting	September 2024			