

## LATHOM ROAD MEDICAL CENTRE



### PPG Meeting agenda

Date of meeting	13/02/2025
Time of meeting	12:30
Attendees	
Apologies	
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
<b>Matters Arising from last meeting (date)</b>				
	<p><b>During the meeting:</b></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"> <li>• 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.</li> <li>• Always be aware of the time. Make sure the meeting stays on schedule and does not overrun its planned finishing time.</li> <li>• 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.</li> <li>• Liaising on behalf of the PPG with the Practice Manager</li> <li>• 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.</li> <li>• 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.</li> </ul>			

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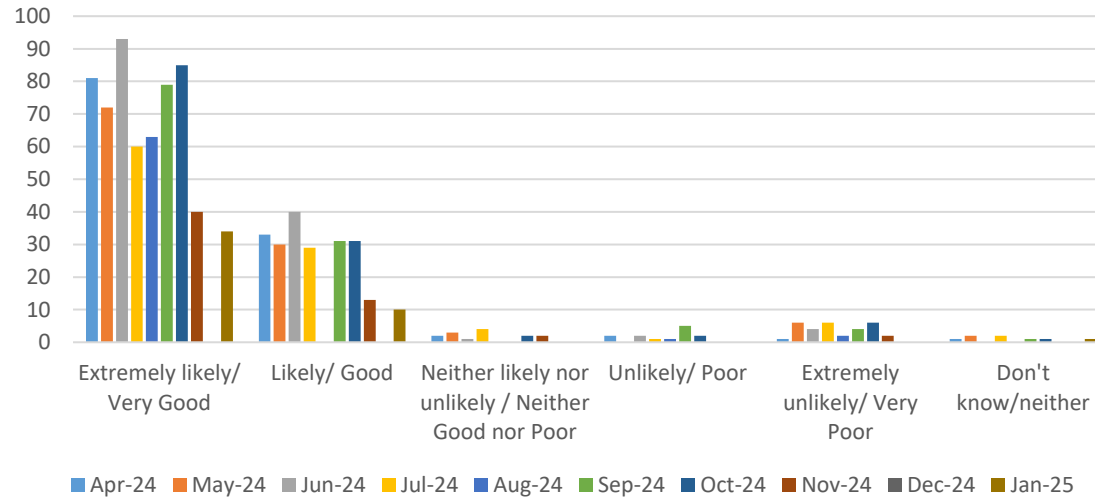
	<ul style="list-style-type: none"> <li>• Keep good order and make sure everyone can hear what other people have to say.</li> <li>• Helping to sort out conflicts and difference of opinion.</li> <li>• Sum up any important points or discussions as they are made.</li> <li>• Make sure people have done things they agree to do at earlier meetings.</li> <li>• Ensure that any action points of the meeting are assigned to members of the group before the meeting ends.</li> <li>• Appoint a Deputy Chairperson, if the Chairperson is unable to attend the meeting.</li> </ul>			
<b>Relocation update</b>	PM to update on current situation.			
<b>This meeting's agenda items (date)</b>				
<b>New services</b>	New website – <b>A new user-friendly website has been deployed to enhance online contact/accessibility.</b>			
<b>Patient survey</b>	<div>   Practice Comparison.pdf         </div> <div>   Patient survey 2024.pdf         </div>			

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FFT	Mo nth	Website	For ms	Total	Extremel y likely/ Very Good	Lik ely / Go od	Neither likely nor unlikely / Neither Good nor Poor	Unli kel y/ Poo r	Extre mely unlik ely/ Very Poor	Don't know /neith er			
	Apr -24	104	16	120	81	33	2	2	1	1			
	Ma y- 24	91	22	113	72	30	3	0	6	2			
	Jun -24	117	23	140	93	40	1	2	4	0			
	Jul- 24	83	19	102	60	29	4	1	6	2			
	Aug -24	88	7	95	63	25	4	1	2	0			
	Sep -24	102	18	120	79	31	0	5	4	1			
	Oct -24	116	11	127	85	31	2	2	6	1			
	Nov -24	0	40	40	40	13	2	0	2	0			
	Dec -24	0	3	3	2	1	0	0	0	0			
	Jan- 25	0	45	45	34	10	0	0	0	1			

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Friends and family 2024-25



### Service updates

- Elimination of text messaging service due to lack of funding from ICB.
- No more Paramedic role
- New ARRS GP role once a week.
- New social prescriber – Maria Quader
- Two new receptionists recruited

### Next meeting

08.05.2025 @12:30