

LATHOM ROAD MEDICAL CENTRE

PPG Meeting agenda

Date of meeting	15/05/2025
Time of meeting	12:30
Attendees	
Apologies	
Staff member taking minutes	Amrutha

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)				
	<p>During the meeting: 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. 			

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	<ul style="list-style-type: none"> • 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. 			
This meeting's agenda items (date)				
Website	<p>New website –A new user-friendly website has been deployed to enhance online contact/accessibility.</p> <ul style="list-style-type: none"> • Our staff members list is added on 			
Patient survey	<p>Patient survey results from last year from 2024: 33% agreed that they usually get to see or speak to their preferred healthcare professional, which is lower.</p> <ul style="list-style-type: none"> • As discussed in previous PPG meeting, our reception staff are being trained to offer patients the option to book telephone, video, or face-to-face appointments with their preferred clinician. 			
Nutrition's Frailty service	<p><u>The Frailty Cycle: Frailty and malnutrition</u></p> <p>The co-existence of malnutrition, sarcopenia and frailty is extremely common. Whilst malnutrition plays a key role in the trajectory of both sarcopenia and frailty, it is also worsened by frailty, which indicates a complex relationship where each condition is accelerated by the other and can cause a cyclical pathway for the patient.</p> <p>The 2021 census revealed that the number of people aged 65+ in England and Wales is now 18.6% of our total population.</p>			

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	<p>8% Decline in muscle mass per decade after the age of 40, muscle loss increases to 15% per decade after the age of 70</p> <ul style="list-style-type: none"> • Increased risk of disability • Poor balance and increased risk of fall • Symptoms of anxiety and depression • Reduced quality of life • <p>Frailty_Abbott Nutrition Frailty Funded Service 2024.pdf</p> <p><u>Abbott Frailty Services:</u> Ms Wajiha Khalil</p> <p>This service supports practices in identifying and managing adults at risk of or living with frailty, aiming to promote healthy ageing by reducing the impact of malnutrition and muscle loss. It involves both pharmacological and non-pharmacological interventions, such as food fortification advice and oral nutritional supplements.</p> <p>Benefits:</p> <ul style="list-style-type: none"> • Better quality of life • Reduced GP visits • Reduced admissions to Hospitals 			
Patient Booking Guide	<p>Poster Final.pdf</p> <p>This poster serves as a guide for booking patients. It has been added to our website and the Jayex board. We are also sending it to individuals who may attend A&E for minor issues, to help direct them to more appropriate services.</p>			
NHS APP Ambassadors	<p>Importance of the NHS App: The NHS App helps patients to:</p> <ul style="list-style-type: none"> • Order repeat prescriptions • Book and manage appointments • View their medical records • Access NHS 111 online 			

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	<p>Benefits of the NHS App</p> <ul style="list-style-type: none"> • For patients: easier access to services • For practices: reduced phone calls, fewer in-person queries, improved workflow efficiency <p>Our Practice have two staff members as NHS App Ambassadors: Mrs Deeksha Rana and Mr Prakash Magendran</p> <p>Role of NHS App Ambassadors</p> <ol style="list-style-type: none"> 1. Promote the NHS App: Promoting the app in the waiting room and during patient interactions. Display posters, include information on your website and social media, offer demonstrations, and incorporate promotion into patient interactions. 2. Supporting colleagues in using and recommending the app 3. Monitoring app adoption and identifying barriers 4. Familiarise with the NHS App: Download and explore its features to understand its capabilities. 5. Access NHS Digital Resources: Use guides, toolkits, and training materials from the NHS Digital website. 6. Complete Relevant Training: Participate in local or national training sessions if available. 7. Stay Updated: Regularly check for updates and new features on the NHS App. 			
Service updates	<ul style="list-style-type: none"> • Elimination of text messaging service due to lack of funding from ICB. • New Salaried GP recruited - Dr Shivali Patel • New Frailty and Nutrition – Ms Wajiha Khalil • New receptionist recruited - Mr Prakash Magendran 			
Next meeting	14.08.2025 @12:30			