

LATHOM ROAD MEDICAL CENTRE

PPG Meeting Agenda

Date of meeting	30/04/2026
Time of meeting	12:30
Attendees	Prabha Gopinath, Sravya, Dr Reena and Dr Khajuria
Apologies	
Staff member taking minutes	Sravya / 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)				
Chairperson	<p>SHAH, Mitesh (Mr.) - PPG Chairperson</p> <ul style="list-style-type: none"> • We would like to kindly invite your support in expanding our PPG. If you know any patients who may be interested in joining, sharing their ideas, or taking part in discussions, please let us know. We have shared the PPG invitation with patients and would be happy to send the sign-up form and further details to anyone who expresses interest. 		APM/Amrutha	
Room extension	The structural modification to expand the current facility has now been completed, with one additional clinical room arranged. This enhancement is enabling the accommodation of more patients and improving the overall efficiency of clinical services.		PM/APM	
Prescription Request	Following discussion at the recent clinical meeting, patients are encouraged to submit medication requests in a timely manner. This update has now been added to the practice website and is displayed on the LED screen within the facility to improve patient awareness and support efficient service delivery.			

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<p>Emma AI</p>	<p>Several surgeries in Newham are currently using Emma AI to support patient access and manage demand. Due to space constraints within our practice, we are exploring the possibility of introducing this system. Please share your views or concerns on this.</p> <p>https://www.askemma.org/</p> <ol style="list-style-type: none"> 1. Intelligent Care Planning 2. Workforce Support 3. Regulatory Compliance 4. Predictive Insights 5. Accessibility 6. AI Safety 		<p>PM</p>	
<p>Surgery Relocation</p>	<p>We are actively searching for a new building or additional space to accommodate our growing needs, as our current premises are becoming overcrowded. If anyone comes across a suitable space that could function as a surgery, please let us know so we can reach out to the property owner.</p> <p>Our current lease runs until September 2028, so we do have some time, but we are seriously looking and open to options now.</p>			
<p>Next meeting</p>	<p>July 2026- date to be confirmed and all members will be invited.</p>			