

LATHOM ROAD MEDICAL CENTRE

PPG Meeting Minutes

Date of meeting	16/07/2026
Time of meeting	12:30
Attendees	Prabha Gopinath and Sravya
Apologies	Dr Reena, Dr Khajuria,
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)				
	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: • 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.	An email to seek interest in any members in becoming a Deputy Chairperson Send email to all PPG members Deputy Chairperson	Amrutha	Ongoing

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	• 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)				
PPG Membership Expansion and Promotion	Update on Actions: Actions agreed: • PPG registration forms to be made available at reception. • Display of PPG member photographs and information within the surgery. • Practice to explore options for promoting the PPG and encouraging patient involvement. • The proposal to display PPG member photographs and information within the surgery was welcomed. Mr Shah and Lord Amardeep Chamdal expressed their interest in having their photographs shared as part of the PPG promotion and supported the idea of using photographs to make the group more visible and approachable to patients. • Further suggestions to encourage wider patient participation and engagement will be considered. The proposal will be explored further, and arrangements will be made to implement this initiative.	Send email to patients asking them to share pictures if they are happy to do so.	PM/APM/ Amrutha	Ongoing

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Emma AI & Hippo Labs	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. https://www.askemma.org/ 1. Intelligent Care Planning 2. Workforce Support 3. Regulatory Compliance 4. Predictive Insights 5. Accessibility 6. AI Safety Several potential benefits were discussed, including: • Calls being answered immediately without patients having to wait in a queue, regardless of call volume. • Access to an instant translation service, allowing patients to communicate in their preferred language. • Accurate collection of patient information and direct submission into the clinical system. • The ability to tailor the system to the practice's requirements. For example, patients reporting minor conditions such as a cough could be directed to community pharmacy services, while urgent or life-threatening symptoms could be redirected to NHS 111 or emergency services as appropriate. • Reduction in waiting times and improved efficiency for both patients and staff. • Automatic recording of patient interactions, helping to minimise the risk of miscommunication. A separate email containing detailed information on Emma AI with supporting materials such as information leaflets and demonstration videos has been circulated to all PPG members.	Send videos of EMMA AI and Hippo labs with minutes and add to next agenda	PM/Amrutha	Ongoing
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	So far, we received all positive comments on this update. Members who have not yet reviewed the information are advised to check their email and watch the accompanying video, as it provides a better understanding of Emma AI and the proposed changes. Discussion: Practice Manager provided an overview of two digital solutions currently being considered to support patient access and practice workload: Emma AI, an AI receptionist and online triage system, and Hippo Labs, a patient recall and communication system. Emma AI would answer calls, gather relevant information from patients, create an online consultation and record the information in the patient's clinical record for staff/clinician review and appropriate action. Potential benefits discussed included reducing telephone waiting times, providing translation support, improving the collection of patient information and directing patients to the most appropriate service where suitable. A safety-netting process would remain in place, with staff and clinicians reviewing submissions before action is taken. The system also has safeguards for issues such as patient information mismatches. Hippo Labs would support patient recalls, including annual reviews and blood tests, and would allow multiple recall requirements to be communicated together. It can communicate by text, email and WhatsApp, with patient consent required for WhatsApp communication. PPG members were generally supportive of the potential benefits and recognised that the systems could improve efficiency and patient access. However, questions were raised regarding data protection, confidentiality, accuracy of AI-generated information, patient safety and accessibility for patients who may prefer to speak to a person, particularly older or vulnerable patients. A suggestion was made to consider a phased or trial approach to identify any initial issues before committing fully. Practice Manager confirmed that the practice has reviewed the relevant privacy, cybersecurity and risk-assessment documentation for Emma AI and has completed the required data protection assessment. Final approval from the Data Protection Officer is still required before implementation. The practice is also exploring the financial implications and whether PCN funding may be available.	The PPG was broadly positive about the proposed systems, subject to appropriate data protection, safety and accuracy checks. Further information, including demonstration videos and supporting materials, will be shared with members. The practice will continue discussions with the DPO and consider		
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	The Practice Manager advised that Emma AI is already being used by several practices in Newham and that feedback from a practice visited by the manager indicated that initial implementation issues had reduced significantly after the transition period.	feedback from other practices before making a final decision on implementation.		
Discussion on Yoga Sessions	Mr Mitesh Shah raised the suggestion of introducing activities such as yoga sessions, as part of broader patient wellbeing initiatives, including coffee mornings. PM to provide an update on space availability and operational considerations. Discussion: Practice Manager explained that the main limitation is the practice's available space. The current premises would only accommodate a small number of participants, whereas community providers may require larger groups to make sessions viable. It was also noted that a suitably trained yoga instructor would be required. The PPG discussed exploring alternative community venues that could accommodate a larger number of patients. The possibility of approaching the local council/MP for support in identifying or providing a suitable community space was also raised.	PM will explore suitable local community venues and consider preparing a joint letter/petition, supported by PPG member signatures, to approach the relevant council/MP for assistance with securing an appropriate venue for	PM	Ongoing

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		patient wellbeing activities.		
Surgery Relocation	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. Our current lease runs until September 2028, so we do have some time, but we are seriously looking and open to options now. • Developments regarding the potential Southend Road relocation and associated community facilities.	Continue exploring suitable alternative premises or additional space to accommodate the practice's growing needs	PM/CM	Ongoing
New Clinical pharmacist	Miss Shivani Patel has started as our Clinical Pharmacist as our previous staff left. Due to her availability, we have limited appointments now. But we are exploring further options to have more Clinical pharmacist hours. To compensate, we have sessions added on Saturdays. Discussion: Previous clinical pharmacist, Danisha, left the practice on 14 June, following which the practice was temporarily without pharmacist cover. Shivali has since joined the practice and is currently providing one clinical pharmacist session per week. In addition, the current Clinical Pharmacist, Mr Imran Rauf, has increased his hours to four hours per week, including Saturday sessions, to enable the practice to accommodate and support more patients. The practice is continuing to strengthen the clinical team to ensure sufficient capacity and provide appropriate support to patients.	No further action needed	PM	July

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Reasonable Adjustment Digital Flag	We are currently preparing the Reasonable Adjustment Digital Flag policy, which covers the highlighted points. • The Reasonable Adjustment Digital Flag (RADF) is a national record that indicates that reasonable adjustments are required for an individual. • The RADF optionally includes details of their significant impairments, the key adjustments that should be considered and the underlying conditions. • The RADF must be highly visible, obvious and apparent and appear on every page of the electronic healthcare record. • Consent must be obtained from patients to share the RADF on the NHS Spine. • When a referral is made, the reasonable adjustment needs of the patient must be shared appropriately. Discussion: The Practice is currently preparing to introduce a Reasonable Adjustment Digital Flag for patients who require additional support or adjustments when accessing services. The flag will record and code relevant requirements on the patient's clinical record, ensuring that all staff are aware of any reasonable adjustments needed. This may include mobility difficulties requiring downstairs appointments, hearing support, or other accessibility needs. The system will help the practice respond appropriately to individual patient needs, particularly in situations where access may be temporarily restricted, such as when the lift is out of service. The Practice is currently reviewing its vulnerable patient register to ensure that relevant information is accurately recorded and coded. A policy is also being developed, and once implemented, further information will be made available on the practice website.	Finalise the Reasonable Adjustment Digital Flag policy, implement the flag, and publish information about the process on the practice website.		
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PPG Meeting Schedule	Mr Mitesh Shah suggested that an annual schedule of PPG meeting dates should be made available so that members and patients are aware of upcoming meetings in advance. PPG meetings continue to be held quarterly on the third Thursday of the scheduled month, with each session lasting approximately 30 minutes. The annual meeting schedule for 2026–2027 has been prepared and shared with all existing PPG members to ensure members are aware of upcoming meeting dates in advance. Next meeting: 15th October 2026 Discussion: The annual meeting schedule for 2026–2027 has been prepared and shared with all existing PPG members in advance. It was noted that meeting dates may be adjusted if they coincide with a bank holiday. The next PPG meeting is scheduled for 15 October 2026, which falls on the third Thursday of the month.	No further action needed	PM/Amrutha	July
Macmillan fundraising	LMRC is planning to arrange a Macmillan fundraising in September 2026. Discussion: The Practice will hold its annual Macmillan Coffee Morning in September. Patients will be informed about the event through email and other appropriate communication channels. The event was also held at the practice last year and was very well supported, raising approximately £530, which was donated to Macmillan. The Practice received a thank-you message from Macmillan following the event. The Practice hopes to build on last year's success and raise even more funds this year.	Organise the annual Macmillan Coffee Morning in September and promote the event to patients via email	Sravya/Amrutha	Ongoing