

LATHOM ROAD MEDICAL CENTRE

PPG Meeting Agenda

Date of meeting	16/07/2026
Time of meeting	12:30
Attendees	Prabha Gopinath, Dr Reena, Dr Khajuria, and Sravya
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)				
	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 .	Amrutha	Ongoing

LATHOM ROAD MEDICAL CENTRE

	• 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.		PM/APM/Amr utha	Ongoing

LATHOM ROAD MEDICAL CENTRE

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.		PM/Amrutha	Ongoing
--	---	--	------------	---------

LATHOM ROAD MEDICAL CENTRE

	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 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.	•	PM	Ongoing
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.	•	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.	•		
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.	•		

LATHOM ROAD MEDICAL CENTRE

	• 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.			
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	•	PM/Amrutha	July
Macmillan fundraising	LMRC is planning to arrange a Macmillan fundraising in September 2026.	•		