

**Patient Participation Group Meeting Minutes**

**5:30pm – 6.30pm Tuesday 7 January 2025**

(At Cavendish Health Centre and via Microsoft Teams)

**Invited:** Marouane Aidir (MA), Charlotte Davis (CD), Gabriela Francis (GF), Luke Lloyd (LL), Bernard Silver (BS), Vivienne Appell (VA), Tariq Moghal (TM), Sophia Wright (SW)

**Attendees:** Marouane Aidir,Luke Lloyd, Vivienne Appell, Charlotte Davis.

**Apologies:** Gabriela Francis (GF), Bernard Silver (BS), Sophia Wright (SW), Tariq Moghal (TM)

**Chair:** Luke Lloyd

**Minute Taker:** Marouane Aidir

**Welcome and introductions**

Welcome to the group and Introduction.

**Minutes and matters arising**

* No update on physician associates. Not working with GPs at the moment.
* Wheelchair: Unfortunately, porters are needed in order to have a wheelchair in the practice, to comply with Health & Safety guidelines.
* PPG board in the practice: We are a paperless practice, but we will look into options and try and accommodate.

 PPG **members raised:**

* Prescription queries: Patient had to book an appointment to discuss medication review before issuing the script, which led to be off the medication for few days. MA explained that this situation should’ve not happened as we always aim for patients to have their medication, at least enough to last till the medication review is done.
* Patient and her partner were booked two different appointments with two different GPs, which seemed to be bad management as one doctor could’ve seen both patients at the same time. MA explained that appointments are booked based on availability, and probably each GP had only one slot available on that day, and we need to book one patient per slot as GP will be discussing one issue per appointment. Also, it depends on different patients, as not everyone consents or feels comfortable to have a consultation with the GP while their partners are present. If patients want to see the same GP with their partners, they will need to check availability with reception team when booking an appointment.

**Growing PPG and making it more representative of our population**

The Practice is promoting PPG through the website, registration forms, and patients’ screen in waiting area.

MA discussed with PPG members if there are any suggestions that could help get more patients joining PPG.

PPG members and MA agreed that we will keep looking at options, and if any ideas to email MA.

**PAN PPG meetings**

Westminster PAN PPG meetings are still held quarterly, and MA will be sharing details with PPG members and send invites if anyone available to attend.

***Actions for MA***

* *Discuss with management team having a board in the practice*
* *Discuss medication queries and process with admin team + feedback*
* *Keep looking into options how to grow numbers of PPG members*
* *Send PAN PPG meeting invites and updates*

**Next PPG meetings 5:30pm – 6:30pm:**

* Tuesday 8 April 2025
* Tuesday 8 July 2025
* Tuesday 7 October 2025