

PATIENT PARTICIPATION GROUP MEETING

24/09/2025

MINUTES

PRESENT: EC, SM, MS

1. MS informed patients that a notification about our meetings was forwarded to the Woods Chemist and placed next to the till – any LGHC patient is now able to see it there. Woods will advise to speak to our reception team for more information – this might increase the PPG attendance. MS to confirm this with Market Chemist as well.
2. MS provided flu campaign updates. For some cohorts (pregnant women and children 2-3yo) it already started on 1st September, for other cohorts the campaign starts on 1st October. Our eligible patients are being informed about it and getting booked in. SM asked about covid booster – MS advised GP do not do it, but it is worth to check with local chemists.
3. Patient access survey update – text messages were sent to the patients asking to rate their GP care. EC mentions not everyone has the access to emails or uses smartphones, MS confirms there are paper versions of the survey in different languages available at reception.
4. MS informed that we recently updated many of the practice policies (i.e. confidentiality policy, chaperone policy etc). MS informs that some of them are also available on our website and the copies can be given to the patients in case they would like to read the complete policy.
5. Healthcare London (HCL) is organising their PPG Meeting next Tuesday 30th September – MS to forward meeting details to SM by email.
6. AOB. EC would like to know what is the latest update regarding interpreters. MS informs that the face-to-face interpreters are now only for BSL, the language interpreter is available via phone using the Language Line service. EC gave a feedback about reception team communication. EC feels it would be better if other reception staff members would not distract staff member dealing with a patient. MS to feed this back to the team in the next reception meeting.
7. Next PPG meeting should be arranged in 3-4 months' time – MS to confirm and inform patients closer to that time.