

**Patient Participation Group Meeting Minutes**

**5:30pm – 6.30pm Tuesday 8 April 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), Sophia Wright (SW)

**Attendees:** Marouane Aidir,Luke Lloyd, Brnard Silver, Vivienne Appell, Gabriella Francis.

**Apologies:** Charlotte Davis (CD), Sophia Wright (SW)

**Chair:** Luke Lloyd

**Minute Taker:** Marouane Aidir

**Welcome and introductions**

Welcome to the group and Introduction.

**Minutes and matters arising**

* Wheelchair: Unfortunately, porters are needed in order to have a wheelchair in the practice, to comply with Health & Safety guidelines. However, we discussed that Marouane will bring back to the practice management meeting and discuss with the management team a system for patients with mobility issues.
* PPG information board: Marouane informed PPG members that we added PPG information around the waiting area and on the windows by the entrance of the practice. Hopefully that will help advertising PPG and more patients will be keen to join the group.

 PPG **members raised:**

* Westminster Council have few different services such as helping patients to attend GP appointments.
* A newsletter maybe a good idea to circulate to all patients via email and proposed name would be “Cavendish Health Centre Newsletter”
* PPG members ask for Care Quality Commission’s website link to check the report after the visit.

**Patient Feedback + You said We did**

We discussed patient’s feedback, and the new you said we did suggestions system.

Please refer to attached documents with feedback, and main concerns raised by patients and the actions taken by the practice to try and assist with patient’s queries.

**GP Patient Survey**

After Care Quality Commission visit, the practice has been made aware of the new online platform, GP Patient Survey, that helps both the practice and patients to have an insight on the surgery’s performance compared to other surgeries in the area and across England.

As discussed in the meeting, please find the link below to access all the data.

https://gp-patient.co.uk/

***Actions for MA***

* *Discuss with management team having wheelchair in the practice.*
* *Discuss a system in the management meeting for patients with mobility issues.*
* *Feedback to the management team the idea of having Newsletter and email it to all patients.*
* *Send the Care Quality Commission’s link along with the minutes email.*
* *Send Patient’s feedback and You said We did data.*

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

* Tuesday 8 July 2025
* Tuesday 7 October 2025