

Broom Road Medical Practice
Minutes of PPG Group Meeting held on Wednesday 13th May 2026 at 1pm

Attendees: L Gurses (PM) L Hermogenes (HCA), Y Gunton, B Alcaraz, E Boame, E Maillard, P Conteh

Introduction

LG introduced herself and LH to the group and outlined the purpose of the Patient Participation Group (PPG). She explained that the PPG is patient-led, with a Chairperson responsible for leading the group and a Secretary responsible for taking meeting minutes and supporting the Chairperson. The group's role is to raise practice-related matters for discussion and contribute ideas to help improve services.

LG emphasised that PPG meetings are not intended for formal complaints. Any member wishing to raise a complaint was advised to speak with LG directly after the meeting.

Member Introductions

All attendees were invited to introduce themselves to the group.

Appointment of Roles

- **Chairperson:** Mr Philip Conteh volunteered and was appointed.
- **Secretary:** Mrs Barbara Alcaraz volunteered and was appointed.

Meeting Frequency

The group discussed how often meetings should take place. While quarterly meetings were initially suggested, it was agreed that meetings would be held monthly to begin with, and this arrangement would be reviewed as the group develops.

Scope of Discussions

There was a discussion regarding the distinction between issues and complaints. Members agreed that discussions should focus on constructive feedback, supporting practice staff, and identifying areas for service improvement.

Practice Updates

- LG informed the group that the practice is currently experiencing staff shortages, which are being actively addressed.
- LG also advised that improvements to the reception area are being considered, including the potential creation of an additional consultation room, subject to review by the ICB.

Communication and Promotion

- The group discussed how the PPG will be promoted. LG confirmed that a notice board will be set up in the reception area for PPG information and posters, and that the PPG will also be advertised on the practice website.

- Communication methods within the group were discussed. While some options (such as Microsoft Teams or creating a new email account) were not preferred by all members, it was agreed that members would:
 - Use their personal email addresses for communication
 - Set up a WhatsApp group for additional communication

LG requested permission to share members' email addresses with the Chairperson, which was agreed by all attendees.

Next Meeting

The next meeting was scheduled for **Wednesday 17th June at 5:00 pm**, to be held at the practice.

Conclusion and Actions

- **Mr Philip Conteh (Chairperson):**
Responsible for organising meetings, setting agendas, corresponding with the practice, PPG members, and patients, gathering relevant community information, and maintaining the PPG notice board in the reception area.
- **Mrs Barbara Alcaraz (Secretary):**
Responsible for recording and distributing meeting minutes, liaising with the Chairperson, and providing support as required.
- **LG:**
 - To arrange and set up a PPG notice board in the reception area
 - To prepare and display a poster informing patients of the PPG
 - To update the practice website with PPG information
 - To liaise with the Chairperson and share members' email addresses
 - To circulate the minutes of this meeting to all members and the practice team