

Selsdon Park Medical Practice and Mitchley Avenue Surgery Joint Patient Participation Group (SM-PPG)

01 September 2025

Agenda & Minutes

Ground rules

- *This meeting is not a forum for individual complaints and single issues.*
- *We advocate open and honest communication and challenge between individuals.*
- *We will be flexible, listen, ask for help, and support each other.*
- *We will demonstrate a commitment to delivering results, as a group.*
- *Silence indicates agreement – speak up but always go through the chair.*
- *All views are valid and will be listened to.*
- *No phones or other disruptions.*
- *We will start and finish on time and stick to the agenda.*

1. Welcome

2. **Apologies:** Mark Gossage

3. Confirm minutes of last meeting

4. News from the practice

- Triage update – discussed usage volumes
- Saturday appointments – every 3rd Saturday starting from 20th September appointments will be available with an Advanced Paramedic and First Contact Practitioner.
- Staffing – Aisling (nurse) hasn't had her baby yet. Hibah (pharmacist) and Olivia (prescriptions clerk) will be going on maternity leave on 17th September and 3rd October respectively. New students ST3 have started – Charelle, Harriet & Heidi. Leavers Dr S McCoy & Dr M Hussein.
- Building – exterior of the building has been painted

5. Discuss the structure of the PPG – will discuss next time

6. PPG input, ideas etc

- PPG talk – Professor Gaisford Gut Health – 10 September 2025

- PPG talk – Admiral nurses/dementia – 12th November 2025 – 18:00.
This date has changed and is provisional.
- Patient survey – postpone until next year

7. Any other business

8. Date of next meeting – 3 December – 13:00