

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

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03 December 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: Marilyn Arbisman, Jenny Brunner, Hitesh Gokani, Glynis Martin, Naseem Patel, Dave Scott, Roger Wiggins

### 3. Confirm minutes of last meeting

### 4. News from the practice

- Staffing – Olivia is on Maternity Leave – Payal will be covering for her. New nurse Tammy will be starting in February (background in prisons and the community), will be working Monday, Tuesday, Wednesday & Friday. Ellie has passed her Nursing Association Course and is continuing her training. Advertising for a Medical Secretary. Karen Jackson will be relocating to Dymchurch.
- Triage update – continues to offer same day and routine appointments and directing patients to Pharmacy First where appropriate.
- Christmas opening times – closed Christmas Day and New Years Day, all other times open until 18:30.
- Website – Looking at a new supplier

5. Discuss the structure of the PPG – leave until next year
6. PPG input, ideas etc
  - PPG talk any ideas – Podiatry, Diabetes, Dermatology, Mental Health, Naseem from Riddlesdown Pharmacy. Discussed possible venues including Sainsbury’s Community Hall and the Church Hall
  - Patient survey – leave until next year
7. Any other business
8. Date of next meeting – 04 March 2026 tbc