**Crawley Road Medical Centre**

Patient Participation Group (PPG) Meeting Notes

Thursday 11th January 2024, Venue- CRMC: Online

**Present:**Salsela Mohammad (SM) (Assistant Practice Manager) – Chair & Note take  
Practice Team: Emma (pharmacist) & Sultana (Pharmacy Technician)

Patients of the practice (names withheld)

Notes of meeting:

Welcome and introductions

1. Review of patient survey results (uploaded to website) presented by SM

Members were happy with the improvement and wanted to know more about comparative statistics with the national patient survey.

The practice will update the website with this information.

2. Update on practice staff presented by SM

Members were informed that the practice has a new Practice Manager.

3. Update on CQC by SM

The practice is rated Required Improvement and have hired and the practice is working with a CQC special advisor to continue to make improvements. Members would like to continue to be involved and have an update on improvements being made.

The practice will continue to update patients through the PPG forum.

4. Medicines Management process presented by (Sultana & Emma)

Emma and Sultana explained their role in the practice. PPG Members would like more explanation about their medications all in one appointment. Emma explained that sometimes this can be done but sometimes the issues are complex and take more than one appointment. The practice has a role to play but patients should also be more involved in understanding their own medications so the practice can provide the best care possible.

PPG Members asked Sultana the reasons for medications being stopped and how they can help themselves. Sultana explained that some medications are changed from repeat to acute as patients has not followed repeated instructions to have blood monitoring tests. PPG members would like more understanding of why they needed blood monitoring tests and Sultana took this on board.

5. Next steps for PPG and suggestions for improvement

A request was made for a list and SM explained this was in the long term plan for the practice but it would take time a funding is limited. A suggestion was made for a stair lift and this will be considered.

The PPG were thanked for another successful meeting and the next meeting would be in 3-4 months.