

Claremont Clinic PPG
MINUTES & AGENDA

Date: Monday 2nd of March 2026

Time: 15:30-5pm

Location: Claremont Clinic

Chair/ CO- Chair: John /Abdul

Minute taker and Support: Chanel (Social Prescriber)

Attendees:

Present	
Staff Chanel Radford (CR) Dr Joyce (CJ) Jessenia Rahimi (JR)	Patients JS, AK, ML, JB, HA
Apologies:	BS, GM, CK, LC

	Agenda Items:	Action:
1	Introduction Jessenia Rahimi - Assistant Practice Manager (Afza Mahtma is still in post as the Practice Administrator)	

<p>2</p>	<p>Approved minutes</p> <p>TOR signed by JB and HA</p>	
	<p>Practice updates</p> <p>Total Triage JR explained that the practice will not be moving forward with using EMMA at this time, as the team is waiting for approval from NHS England. However, other GP practices have already started using this system.</p> <p>Claremont will begin using Total Triage from April. All patient requests will need to be submitted through an online triage form, which will then be reviewed by a clinician who will determine the most appropriate support or appointment. Vulnerable patients will be able to receive support from reception staff to complete the forms if needed. The triage system will assess the level of urgency, taking into consideration any red flags and patient vulnerabilities.</p> <p>Claremont is one of the last GP practices to implement Total Triage. The system will operate during practice opening hours, 8:00am – 6:30pm.</p> <p>Access to Other Services Dr Joyce mentioned that there has been a reduction in some GP queries as more patients are using pharmacies for advice and treatment. JR also highlighted that patients can self-refer for certain services such as physiotherapy and can use schemes such as Pharmacy First, which may help reduce waiting times for GP appointments. These services are also being promoted through public campaigns and advertisements.</p> <p>Staffing Updates</p> <ul style="list-style-type: none"> • Sam, a long-standing receptionist, will be leaving in May due to family responsibilities. 	

	<ul style="list-style-type: none"> • Shabnum, the Senior Receptionist, has recently left to take up a new job opportunity. • New reception staff will be joining the team to fill these vacancies. Dr Joyce also mentioned that Suki spends a significant amount of time managing recruitment, but some candidates withdraw or change their minds during the process. • Dr Andrew will be increasing his working hours. <p>PPG Communication ML explained that reception staff were not aware that the PPG meeting was taking place today. CR noted that the meeting date had changed several times, and although some receptionists were informed, the update was not passed on to all staff. It was agreed that reception staff will be informed at least one week in advance before the next PPG meeting.</p>	
	<p>4. Review PPG and NHS App promotion day</p> <p>JS and BS supported the PPG/NHS App promotional day.</p> <p>JS reported that the event went well. They set up a table on the ground floor waiting area with leaflets about the NHS App. Many patients approached them to ask questions and discuss the PPG.</p> <p>It was noted that it would be helpful to have PPG sign-up forms available for patients who express interest in joining. The group agreed that the event involved some trial and error, and this will help improve planning for the next promotion day.</p> <p>HA shared that her mother learned about the PPG after seeing JS and BS during the event, and told her which was seen as a very positive outcome.</p> <p>The group also discussed arranging a training session with Sam on the NHS App, so PPG members</p>	<p>Request NHS APP training from Sam before the next meeting.</p>

	<p>can better support patients during future promotion days. They may also be able to support patients with Total Triage in the future.</p>	<p>Scheduled on 6.05/26 at 1pm</p>
<p>5</p>	<p>AOB/ Close</p> <p>JS asked how long a chairperson should remain in post. Short discussion, no fixed time frame, until the person wants to stop.</p> <p>A discussion took place about the planters.</p> <p>A discussion took place about Tarsem having served her twelve month suspension. she is now free to join the PPG. It was agreed that she does not need to go through any vote.</p> <p>ML shared two leaflets he received from the Newham PPG: Newham Works and IPS Workwise, which provide information on employment and support services.</p> <p>It was noted that March may be the last PPG meeting unless funding is secured to continue the group beyond April.</p> <p>Proposed date for the next meeting:</p> <p>Monday, 1 June 2026, 15:30 – 17:00.</p>	<p>All agreed to the proposed date</p>

	<p>Date: Monday 1st of June 2026 Time: 15:30 -17:00pm Location: Claremont Clinic Chair/ CO- Chair: John /Abdul Minute taker: Chanel (Social Prescriber)</p>	<p>Agenda:</p> <ul style="list-style-type: none">• Introduction• Approved minutes• Practice updates• AOB/Close
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