

Claremont Clinic PPG
MINUTES & AGENDA

Date: Monday 1st of June 2026

Time: 15:30-5pm

Location: Claremont Clinic

Chair/ CO- Chair: John

Minute taker and Support: Chanel (Social Prescriber)

Attendees:

Present	
Staff Chanel Radford (CR) Dr Joyce (DCJ)	Patients JS, ML, TL JB, BS
Apologies:	HA, GM, CK

	Agenda Items:	Action:
1	Introduction TL has rejoined the PPG group	
2	Approved minutes Minutes approved my members TL to read and sign TOR	Add to the website CR to send

	Discussed about the plant pot at reception. No one is willing to take on responsibility of managing this. JB offered to bring a watering can.	
3	Practice updates Total Triage The practice will not be implementing EMMA AI however, the practice has adopted Total Triage, as directed by government policy. JS doesn't think the roll out was done well and is concerned about elderly patients. ML struggles with reading and writing and explained issues trying to rebook appointments. DCJ advised that there will be issues, it's a new system and will take time for people to get used to it. Elderly and vulnerable patients are flagged. There are challenges with retaining receptions staff. They face increased workload, so they find alternative jobs with the same pay and less work. ML suggested having PPG members supporting reception staff with total triage. This can be done at the library or at reception. The option is open to anyone interested. JS asked if there are any reports yet? DCJ discussed the new contract and explained that GP appointments have reduce to accommodate urgent on the day appointments. BS explained that she was able to get an appointment on the day through 111 and thinks others could be over using this.	Share reports on Total Triage with the group

	JS noted that the PPG states on the website that new changes should be discussed with the group. DCJ explained that EMMA was decided within a month. He agrees to this, within reason and if its suitable. CR notes that PPG meeting are every 3 months so, this will need to be considered. Deepika, the senor pharmacist who will be going on Maternity leave soon. Ali might take over from her. He currently does medication reviews, is in training so can't prescribe. New Contract To allow more time for patients with multiple health issues, this appointment will be conducted by two members of staff: a Healthcare Assistant and a Doctor. This doctor-led clinic might start in July. Non-attendance may result in the loss of a double appointment slot, as both the Doctor and Healthcare Assistant will be allocated to the appointment.	
4	Review NHS App training JS and BS attended the training. Feedback was that the session was informative; however, it was quite verbal, with limited opportunity for hands-on practice due to the lack of monitors and the unsuitable location. Further training will be required. Sam agreed to provide a step-by-step guide to support learning and implementation. Short discussed about the burden on A+E Clinicians' safety netting Patients over using A+E increasing the waiting time	

5	AOB/ Close ML shared leaflets received from the Newham PPG and encouraged everyone to attend their monthly meetings. An email containing the meeting details was subsequently circulated to all attendees. Monday 17th of August	All agreed to the proposed date
	Date: Monday 17th of August 2026 Time: 15:30 -17:00pm Location: Claremont Clinic Chair/ CO- Chair: John /Abdul Minute taker: Chanel (Social Prescriber)	Agenda: • Introduction • Approved minutes • Practice updates • AOB/Close