SEYMOUR MEDICAL CENTRE

PATIENT PARTICIPATION GROUP (PPG)
MEETING MINUTES

Meeting date: 10 September 2026	**Attendees reported: 9**
Next meeting: 10 December 2026	Location: Seymour Medical Centre

1. Welcome and Introduction

The meeting began with an introduction to Seymour Medical Centre. Attendees were given an overview of the practice, its staff members, their roles and responsibilities, and the range of services available to patients.

The purpose of the meeting was to help patients understand how the practice operates, improve communication between patients and the surgery, and provide an opportunity to raise questions, share feedback and suggest improvements.

2. GP Maternity Leave Cover

Patients were informed that Dr Khan would be going on maternity leave and that Dr Aria Tamop would be providing cover during her absence.

3. Klinik Online Consultation Service

The Klinik online consultation service was explained in greater detail. Attendees were shown how to access and use Klinik on their mobile phones, including how to submit requests to the practice. Patients responded positively to the demonstration and appreciated the additional information.

4. Questions and Discussions

Question 1: Why are patients removed from the practice register without being informed or receiving prior notice?

Patients raised concerns about being removed from the practice register without notification. The concern was acknowledged, and the importance of clear communication with patients was recognised.

Question 2: Can patients request appointments for specific dates in advance?

Patients were advised that they could use Klinik to request an appointment for a preferred date. They can indicate their preferred date when submitting a request, although appointments remain subject to availability.

Question 3: If a patient previously had an assigned GP, such as Dr Phillips, who would they see during Dr Khan's maternity leave?

It was explained that patients could indicate their preferred GP when requesting an appointment. However, their preferred doctor might not always be available, and they may be offered an appointment with another GP at the practice.

5. Patient Feedback

Feedback from attendees was positive. Patients said the meeting was informative and helpful, that they had learned new information about the practice and its services, and that they appreciated the opportunity to ask questions and discuss concerns. One attendee asked to be invited to the next meeting.

6. Attendees

1. Uche Mosanya — 31/05/1978
2. Carol Freigs Thomas — 18/12/1970
3. Deonah Ramlochan — 06/10/1970
4. Sai Huwi Hx — 17/11/1969
5. Xiang Ming Lio — 01/02/1966
6. Tony Myers — 05/02/1959
7. Rong Wu Pu — 03/07/1970

Note: Nine attendees were reported in total. Seven names and dates of birth were supplied; add the remaining two attendees' details if required.

7. Actions and Follow-Up

- Continue providing patients with information about the practice and its services.
- Encourage patients to use Klinik to submit online consultation requests and indicate preferred appointment dates.
- Reinforce clear communication regarding GP availability and appointment arrangements.
- Review the concerns raised about removal from the practice register and patient notification procedures.
- Continue inviting patients to participate in future PPG meetings.

8. Date of Next Meeting

The next Patient Participation Group meeting has been arranged for 10 December 2026.

9. Meeting Close

The meeting concluded with positive feedback from attendees. Patients appreciated the opportunity to learn more about the practice, ask questions and contribute suggestions. The practice looks forward to welcoming patients to the next PPG meeting.

Meeting recorded by: Seymour Medical Centre