

Minutes from the Masharani Patient Participation Group Meeting

Held on:

- Monday 27th July 2026
- 1900 hours
- At the Masharani Practice.

1. **Welcome-** Alice Coulson welcomed all those present. No new members of the public attended and we briefly spoke about ways to widen the group, which will be discussed at this meeting. Attending; Alice, Nick, Lorna, Bob, Steve, Anita and Drs Vipul and Ravi Masharani.
2. **Apologies-** Jan
3. **Financial report.** Presented by Steve Robbins. The finances remain unchanged from the last report, apart from the purchase of some new pads for the defibrillators and a new wheelchair will be purchased for the practice (this was discussed and agreed by the committee during this meeting). It was highlighted that we do need to raise money for future purchases of consumables and **SR** is going to apply for a grant from Lutterworth town council to the value of £500 (min). The success of this will be fed back at the next meeting. **Bob** is going to look for a different supplier for the defibrillator batteries as they currently cost £280 each and with us servicing 4 defibs this could represent a sizeable saving if successful. As a foot note to the financial report, Steve and Bob have added labels to all of our defibrillator boxes explaining that the pads are supplied by the PPG and they have not been used as much by the ambulance service since.
4. **Surgery Report:** Given by Dr Masharani and Practice Manager Anita Masharani
 - o GP Patient survey- Good news story! The Masharani practice returned some fantastic results which we intend to advertise on social media. They placed above the national average in all categories and for Confidence and Trust in their GP they came 1st out of 6166. For helpfulness of the receptionists they placed 63 out of 6166 and all other categories were well placed too. **VM** will send a screen shot of the results page for us to put on local social media pages. **NC**
 - o We now have over 7000 patients registered and are continuing to grow.
 - o The new self service booking in system is now up and running, and after some initial teething problems it is working well for both staff and patients. The staff are walking through the system with any patients who are unsure of what to do, to smooth the transition for them.
 - o The new consulting room is now in use.
 - o The MPPG notice board needed to be repositioned to make way for the self service screen. A new location has been agreed (to the left of the cleaners room) and **VM** will relocate it for us.
5. **Feedback on the skin cancer awareness morning.** In general all the feedback was positive and was ran by Alice, Steve, Lorna and Nick. A number of people said that it was a good idea but we felt the venue (Morrisons Atrium) was not the best place as everyone was in a rush and thought we were trying to sell them something instead of giving out free samples and advice. It would be better off at a separate event where

people have time to browse and chat, or at a mini 'HealthFest' event with a number of screening programmes running at the same time or try to piggy back onto another Lutterworth based event that might be running.

6. **Discussion on the PPG's Constitution and the way forward.** It was agreed that the current one needs updating with the complaints part being removed completely as the practice has that covered. We will add a part that explains that we raise money for additional equipment and maintenance of said equipment to enhance the patient care. **AM** will draft a new constitution and circulate when drafted.
7. **Any other business.** With complaints received generally being concerned with waiting times and patients not seeing the GP they were expecting, we thought it a good idea to have a scrolling message on the tv in the waiting room explaining the reasons why this can happen and that is usually beyond our control. **VM** and **AM** will look at sorting this out as bespoke messages can be added to the display. **NC** will draft and circulate 'Recruitment' posters to try and get more participation in the PPG. These will then be displayed in the waiting room. Everyone to think about what we would like HealthFest 2027 to look like next year and bring ideas to the next meeting (**ALL**)
8. **Next Meeting** Monday 26.10.26 at 7pm
9. Thanks to all who attended.
10. **Meeting closed** at 20:15