

SHERBOURNE MEDICAL CENTRE
Patient Participation Group Meeting
Tuesday 28 April 2026 - 1.30 p.m.
DRAFT MINUTES

In attendance:

Richard Brooks, Dr Lorna Oliver, Dr Amar Bal, Dr Ibrahim Kaddah, Dr Lisa Shah, Dr Nafeesah Shafiq, Dr Iram Nawaz, Natalie Chamberlain, Charlotte Greger, Margaret Buck, Peter Furze, Peter Williams, Manjot (Digital Champion)

1. **Apologies:** Elizabeth Williams, Graham Morgan.
2. **Introductions:** None required.
3. **Minutes of previous meeting (20 January 2026):** Accepted as accurate reflection.
4. **Digital Champions and patient mentoring:**
 - Manjot from NHS Digital Champions explained how their organisation is, among other things, trying to improve digital access and help patients and practices feel confident using the NHS App.
 - Have worked with Clarendon Lodge, training PPG members to be able to pass on to patients relevant knowledge, information and practical ideas.
 - Based mainly on one-to-one sessions between trainer and patient (about 20 minutes).
 - Can do something similar with SMC.
 - A number of practical issues need to be considered and it was agreed that it would be helpful to have a mix of Practice staff and PPG members involved.
 - The session to train staff and PPG members would be about one hour.
 - NC to look into some practicalities and aim to arrange a train session date.
 - Some of the website videos will need updating.
 - It would be useful to have data on things like how many patients access via the NHS App and the % of Practice's patients who have an NHS App account.
5. **Practice update and staff changes:**
 - Dr Lisa Shah has recently returned from maternity.
 - Dr Nafisa and Dr Iram are recent recruits
6. **Local developments - (PCN, INT, SWPEG)**
 - Nothing new to report.
7. **Any other business:**
 - None
8. **Date of next meeting:** Tuesday, 21 July 2026 @ 13.30 at Sherbourne Medical Centre.

Acronyms sometimes used:

SMC = Sherbourne Medical Centre

PCN = Primary Care Network

PPG = Patient Participation Group

NAPP = National Association for Patient Participation

ICB = Integrated Care Board

INT = Integrated Neighbourhood Team

SWPEG = South Warwickshire Patient Engagement Group

SWFT = South Warwickshire University Foundation Trust

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Website:
<https://www.sherbourne.nhs.uk>