

MINUTES OF PPG MEETING AT RIVERBANK 26 11 2025

MINUTES OF PREVIOUS MEETING Agreed

ACTION LOG We are able to close first 4 items

DIVERSITY EQUALITY AND EXCLUSION – contacted Surrey who are willing to do audit so check for a fee – this is still to be agreed and updated in January 2026. It is possible to do online, and to meet with Surrey Coalition –

ASIDE Medwyn just received Outstanding

DEPRIVED AREAS Link with the data overview and with DEE

SAFEGUARDING

TRIAGE to circulate noticeboard/newsletter How can we publicise the new phone system to make it more accessible to patients

SIGNPOSTING To be discussed in 2026 eg Warm Welcome (one person said it had saved their life) There is a steady flow of people attending and innovations such as birthday celebrations introduced

LIVE WELL TEAM Combine with Signposting

TOPICS FOR DISCUSSION 2026 Please let us know of any

meet and show use of NHS app

Continuity of care/doctor

Ageism support

Physio referrals

Hearing referrals

April 2021 Surrey and Sussex Healthcare together

DATE OF NEXT MEETING TBA after checking availability