

PPG MEETING MINUTES

4 September 2025

1. Welcome, Introduction and apologies.

Attendees: Dr. Sarah, Jane, Salina, Mazhar, Rees, Sandra E, John

Apologies received: Martin, Matt, Katie, Mandie

NB: Remember all discussed is confidential and to respect surgery staff.

Remember to use the Bcc box when sending emails.

2. Approval of minutes of 2 July 25 PPG

Minutes of the 2 July 25 PPG meeting were approved without amendment.

3. Matters Arising – Actions

- **Befriending Calls – Action: Sarah said she would talk to organisations such as the Brigitte Trust, Marie Curie and Voluntary Action as we needed to ensure all were safe.** John agreed to take the lead. His plan was to establish how many patients would require this service, and the needs of patients and then engage with potential new Champions with a clear requirement of what was needed from them. There was anecdotal evidence of bored and lonely elderly patients who were looking for something to do. The example of a clearly defined task for a patient with a car, such as collection and transportation of appropriately wrapped pots to TWHS was an urgent need which would encourage the connection of patients. Another example was the offer of free coffee in Abbeyfield House 34 Somers Road Reigate (see attachment) encourage senior citizens to socialize. The Covid/Flu vaccinations at TWHS could also provide an opportunity for the PPG volunteers to recruit individual patients to help. A less contentious name for this initiative might be Connections, emphasizing the intent of bringing patients together and reducing loneliness and boredom.

John reported that there was more work to be done to re-invigorate the Champions, involve new volunteers and provide a clear purpose. **Ongoing**

Action: Flowcharts - Care Co-ordination Team and Matt, Martin and Sandra to arrange a meeting. Action on hold until new Care Coordinator appointed.

Sarah would send some information about chronic kidney disease to Sandra. Ongoing

The Digital Transformation lead in TWHS, funded by PCN had been withdrawn. Sarah was in discussion with the PCN to discuss future funding. Sarah proposed a phased approach, initially as part of PPG. The students would need support and possibly the PPG could provide that support.

Salina warned that although AI would transform this space and must be exploited, it is not sufficiently mature to replace human input.

- **Newsletter** – An appeal was needed for volunteers to help with the newsletter. John was going to add the patient's perspective of the Wall House now. The local MP Rebecca Paul had already visited Wall House and the need for a surgery in Woodhatch had been raised with her and also to seek her views on the Governments 10 year Plan. We need to continue to raise awareness of the NHS App for prescriptions. Mazhar said that he was in contact with Reigate Grammar School (RGS) and the staff who ran DofE. A new set of pupils would be available in January for Silver and from September for Gold award Voluntary work. It would be useful if the Champions could help with the IT training for DofE pupils. **Action – John to advise on which Champions could help. Discussed under Item 4 Action - Mazhar to advise Champions on goals for DofE students to achieve their Gold (Sixth Form i.e. A-level Students) and/or Silver (4th and 5th form GCSE students) awards. Details below. Complete.**

- **WHS Garden**

. **Action – Rees - Further refine SK-02 to a final plan.** Final Plan SK-06 and Visual produced. Now available for engaging with donors. Complete

Action -Sarah - Clarify the management of the project, and any limitations on the current fund of £1.3K. There were no particular limitations. However, it has been agreed that these funds should be spent first, in accordance with the Plan, on benches, planters and pots. Rees would be the Point of Contact for the project to ensure consistency. Complete.

Action Rees – Discuss with NHS Forest the possibility of taking the project within their charitable objectives. Rees signed up for NHS Forest's newsletter. The initial impression was that the organisation was focused on sustainability, and particular, tree planting. In a follow-on engagement, he asked whether TWHS garden could be taken forward within the charity. A response is awaited.

Salina – contact Lauren (Reigate Architects) for a contribution to the WHS Newsletter. Complete

4. Reigate Grammar School (RGS) DOE Engagement– Previous actions and update

Mazhar had presented a proposal which had benefitted from initial discussions between WHS and RGS staff in charge of DoE activities. The initial focus would be on increasing the usage of the NHS App, in particular for repeat prescriptions.

There was no dummy app to help train use of NHS web site **Action Dr Sarah to contact Surrey Heartlands as some sort of practice app may be available.** There was no practice app as much. **Action completed.**

Action Dr. Sarah to redraft basic information about WHS and confirm the number of students that could be accommodated on Wednesday & Saturday for each (Surgery & Garden) task.

Update

The basic requirement was:

Students must be 16+yr Old, must be studying 'Life Sciences', must be Registered with The Wallhouse Surgery

Students should be able to attend TWHS on: Wednesday Evenings 16:00 –to – 18:00 & Saturday Morning 08:00 –to – 12:00 (noon). Maximum 2-hour slots

Numbers of students would be:

2-6 Students for Digital Support (use of NHS App, IT support etc.)

2-4 Students for General (Garden Support/ Design & Tech etc. or other help in the surgery with Clinicians e.g. vaccinations, patients etc.)

and 2 Students DofE Gold Level for General Health Promotion

Students must be able to attend PPG Meetings

A confidentiality agreement would have to be signed by all students

On this basis we need:

For DofE Awards (Silver: 26 hours (2 hrs/week for 13 weeks) over a sixth month period, and for Gold, 52 hours (2hrs/wk for 26 weeks over a twelve-month period OR 4hrs/wk for 13 weeks over a 12-month period. The work must be voluntary (unpaid) and be certified.

Action. Salina would lead, with Sarah, to put a presentation together for Mazhar to take back to RGS within two weeks.

Rather than asking patients to book into a session for the NHS App, It was agreed that patients would be invited to register their interest. Action Not allocated

5. WHS Garden - Current progress

Project was waiting for the outcome of a Thames Water intervention which required the grass space in front of the building to be kept to facilitate drainage of rain water. There appeared to be options to allow the Garden plan to remain intact and sufficient grass space to be made available to meet the Thames Water requirement. Once the Thames Water plan had been agreed, the Garden plan would be forwarded for planning permission which Reigate Architects expected to be a formality. Once the planning permission had been received, purchasing of furniture, planters, pots, planting and compost could proceed in the order laid out in the delivery plan. Spending would begin with the £1300 in Growing Redhill account. Anonymous donor contributions would be held in either an Unincorporated Entity bank account or the NHS Forrest charity account if it was available. Two anonymous donors had come forward so far; one with a donation of £300 and another who will match any donation made. This brings the total available so far to £3200. Further efforts were needed to attract more donors. **Action Salina and WH Garden Group**

6. Potential new Members for PPG. The two names supplied from the Reigate festival were contacted. The first individual "A" did not reply despite gentle prompting. The second individual, "M", a successful local entrepreneur with a skill set which would be very beneficial to have in PPG, did reply but informed Rees that his current circumstances had changed. We agreed that I would reconnect in mid-September to see if he wished to continue to join PPG. The October vaccine clinics would be another opportunity to promote membership of the PPG.

7. Growing Health Initiative. Dr. Gillian Orrow was funding an initiative to create two-minute videos of 9 different organisations connecting with the community and showing what worked well and what didn't, to break down misconceptions and share good practice. There would also be interviews with leaders of the organisations to capture what was the interaction of the community with their group and what was effective.

The organisations ranged from walking groups and women's groups, to food banks and PPGs. One of the aims was to collate feedback from the groups to be used as training materials for professionals in the NHS and councils to improve what they do with communities.

Purposeful Pictures Studios (PPS), a small freelance company, based in Brighton which has been contracted to make the films and conduct the interviews.

Action: Salina, John and Rees were working up the contribution to be made on behalf of the PPG.

8. AOB.

Wall House Handyman. The surgery needed a local handyman, potentially on a retainer to deal with issues as they arise. Haylock and Sons Office: 01737 223760 was suggested, with Joe, one of the employees well known to Mandie.

Action Sarah. Jane to ask Simon again.

Approval for social content. It was agreed that Sarah would approve videos and newsletter, as they were generated, and then forwarded straight to Vicky.

Action Sarah

Sponsoring Reigate Park Run. THWH would be sponsoring the Reigate Park Run on 13 Sep. TWHS group would be leaving TWHS at 0815. Help is needed setting up stand. The Partners have agreed the purchase of branding materials such as ribbon banners/tablecloths etc.. **Action All**

John introduced the HIV Confident Charter. John is currently working with UH Sussex as an organisation to work towards gaining an "HIV Confident Charter" mark as an organisation. This is a National Charter.

The next stage is to extend / develop the charter for GP Practices. Lack of up-to-date information around HIV creates stigma, which often delays early diagnosis or even prevention. It promotes the up-to-date education of the healthcare team as a whole. John is involved with the Grand Round presentation on 24th September and will be looking to see how the training will be developed for GP Practices. Sarah expressed interest in TWHS taking the lead as a ground breaker for the training, when available, to obtain the charter as a practice. **Action John, Sarah.**

Dates Of Next Meetings

12 Nov 2025 at 7 pm at WHS

15 Jan 2026 at 7pm at WHS

19 Mar 2026 at 7pm at WHS