

PPG MEETING MINUTES

12 November 2025

1. Welcome, Introduction and apologies.

Attendees: Katie, Jane, Salina, Mazhar, Rees, Mandie

Apologies received: Martin, Matt, Dr Sarah, Sandra E

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

Remember to use the Bcc box when sending emails.

2. Approval of minutes of 4 Sep 25 PPG

Minutes of the 4 July 25 PPG meeting were approved without amendment.

3. Matters Arising – Actions

- **Befriending Calls – Action: Sarah said she would talk to organizations such as the Brigitte Trust, Marie Curie and Voluntary Action as we needed to ensure all were safe.** John agreed to take the lead. **Ongoing**

John reported that there was more work to be done to reinvigorate 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 is appointed. Not yet onboard. **Sarah would. Send some information about chronic kidney disease to Sandra. Ongoing**

- **Action Rees – Discuss with NHS Forest the possibility of taking the project within their charitable objectives.** The response from NHS Forest stated that their focus was on larger scale tree planting and that it would not be possible to take TWHS project on board. **Complete.**
- **Growing Health Initiative. Action: Salina, John and Rees were working up the contribution to be made on behalf of the PPG.** Purposed Pictures were contacted, content was worked up between John and Salina and a very good short film was produced, with John in a starring role. Action **Complete**

It would be useful to know where the production will be used and what the target audience was. **Action Sarah** This information could be published in the Newsletter which is to be published every quarter. The subject of lanyards was raised for PPG members. Salina agreed to produce them. **Action Salina**

- **Potential new Members for PPG.** There was no progress on the potential new members in the previous minutes. Katie suggested that an AGM was required for the re-election of the Co-Chairs and the Secretary, and this AGM might provide an opportunity to recruit new PPG Members. For the re-election, 4 members were required for a quorum.

It was agreed that patients would be invited on a first come first served basis, up to 20 in number, to attend the AGM, the date was set as 15 Jan 2026 at 1800 in TWHS with the PPG following on at 1900. **Action Katie**

- **Wall House Handyman.** The surgery needs a local handyman, potentially on a retainer to deal with issues as they arise. Haylock and Sons Office: 01737 223760 has been contacted. Katie had asked for quotes. **Action Complete**
- **Approval of social content.** It was agreed that Sarah would approve videos and newsletter, as they were generated, and then forwarded straight to Vicky. Salina would have editorial control, and Vicky would have publishing control. **Action Completed**

Everyone was encouraged to download the newsletter and encourage other patients to download the newsletter to widen the readership and encourage engagement across TWHS community. **Action All**

- **Sponsoring Reigate Park Run.** THWH sponsored the Reigate Park Run on 13 Sep. The sponsorship was a great success. Thank you to everyone who participated. **Action Complete**
- **John introduced the HIV Confident Charter.** John is currently working with UH Sussex as an organization to work towards gaining an “HIV Confident Charter” mark as an organization. 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. 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 practice. **Action John, Sarah. Ongoing**

4. Reigate Grammar School (RGS) DOE Engagement - Update An excellent

presentation has been put together by Salina. A meeting with RGS has been scheduled for 28 November at 1330-1430 for Mazhar, Dr Sarah, Rees and Salina to agree the final details with RGS Ms. Cuthbert Head of DofE at RGS. There will also be a Q&A session for the participating students and staff.

5. WHS Garden - Update

Project continues to await the outcome of the SES intervention and its agreement with the WHS building owner to allow the garden as laid out in the Reigate Architects detailed plan, to remain in position. Until that agreement had been reached it was decided that no money would be spent on furniture or planting. However, the Bill of Materials has been worked up, and progress has been made establishing a Community Company, set up as an unincorporated company entitled the Friends of Wall House Surgery (FOWHS), a company constitution and a community bank account with NatWest with Rees, Mahar and Jane as the initial company directors. Once set up, anonymous donations will be accepted. Further efforts were needed to attract more donors. **Action FOWHS**

6. Unitary Authorities in Surrey and Reduction of ICBs in England.

Katie gave a very informative brief on the forthcoming absorption of NHS England, the reduction in the size of the ICBs, and areas where investment would improve the electronic communication across the Health Service, thereby improving the speed of diagnosis and action, and ultimately, the patient experience.

7. AOB.

A new nursing assistant is being appointed, working 3 days a week to monitor housebound patients suffering with conditions such as COPD/asthma.

Katie will send points raised by patients to Salina to create appropriate social media content. **Action Katie and Salina**

Dates Of Next Meetings

15 Jan 2026 AGM at 6pm at WHS

19 Mar 2026 at 7pm at WHS

20 May 2026 at 7pm at WHS

20 May 2026 at 7 pm at WHS