

PPG MEETING MINUTES

Tuesday, 7 July 2026

1. Welcome, Introduction and apologies.

Attendees: Jane, John, Rees, Dr Dan, Dr Terri, Katie

Apologies received: Dr Sarah, Mazhar, Mandie, Salina, Dr Matt.

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 20 May 2026 PPG

Minutes of the 20 May 2026 PPG meeting were approved with the following amendments:

- **Potential new Members for PPG.** Community Connection Meeting postponed until 19 May. **Action. John to inform Katie of the advertising requirement. Katie to provide the text for the invitation to apply for membership of the PPG.**
- **John introduced the HIV Confident Charter**
Action Katie. Sarah will be TWHS lead as a ground breaker for the training to be a GP Practice Leader for the Charter. Katie has signed the practice up for the training programme, is attending the meetings and is completing the work plans. John will support as required.

3. Approval of minutes of 20 May 2026 AGM

Minutes of the 2026 AGM were approved without amendment.

4. Matters Arising – Actions from the 20 May 2026 PPG

- **Befriending Calls –** The activities of the Champions and the new initiative being run by Charlie from Reigate and Banstead Council are closely aligned and it has been agreed that they would be better to be run together. **Action in hand with John, morphing TWHS activities into the Surrey Community Action. Salina is liaising with Charlie. Salina would lead from TWHS and the initiative will form the basis for future developments**
- **Potential new Members for PPG. Action. Katie.** The need for additional

members in the PPG was introduced in the Community Connection Meeting with a number of the audience expressing an interest in joining. No patients took up the offer of attending the AGM virtually through Teams. **Ongoing** No response for emails invitations. **Katie will ask Selina will go out on social media. John to chat to friend Matt – use the local governance rule**

- **WHS Garden There was concern about the compatibility of the agreed UNDA plan with the Serenity Garden. Action Rees to obtain the detailed UNDA plan to ensure compatibility. In Hand See item 5**
- Dr Vinesh briefed on the National Screening Programme which wanted to expand to include lungs. John had already participated in a pilot for high risk patients. This initiative would require answering a questionnaire and then having a CT scan. Should this National Screening Programme be explained on our Facebook page? **Action Dr Vinesh. Complete**
- TV screens were not working in the Waiting Room. Practice had discussed the issue. Action Katie. New contract is being negotiated. Important issues over governance, and information displayed on this needs to be overseen by the DPO although the ICB have now decommissioned this and the Kent DPO is now acting for all of Surrey and Sussex as well.
- Future PPG minutes should have an additional separate Action Log **Action Interim Sec Rees. Complete See item under AOB**

5. Reigate Grammar School (RGS) DofE– update

The programme is drawing to completion. The students have completed the majority of their tasks. The spreadsheet recording their regular attendance and hours spent completing tasks (voluntary task, skills tasks and physical tasks) has some 12 hours to be completed (out of a total of 130 hours). The final report will be compiled by the five students at the beginning of their summer break and the initial draft will be submitted on 8 July. When this package is complete, it will then be given to Dr Sarah for her sign off.

This is the first time this programme has been run in TWHS and a number of useful lessons have been learned. Dr Matt has produced an additional list of activities which could have been undertaken for the benefit of the students and TWHS. The students have been made aware of the opportunity for two of them to join the PPG and provide the youth voice which would enhance the diversity of the PPG.

Action Dr Sarah and Dr Vinesh to discuss how to best employ the students to maximise their benefit of being in the Surgery and the benefit to the Surgery. In Hand Dr Matt has contributed a number of ideas. A post programme meeting with the students will capture the Lessons Learned to develop and improve the delivery of benefits to the students and TWHS patients.

6. WHS Serenity Garden/ Rain Garden – Update

Further conversations between Rees and the senior consultant at UNDA resulted in a shared understanding that the planning authorities would require a package of data to approve the Rain Garden. When it was pointed out the current plans were not sufficiently accurate for presentation for planning authority approval, the consultant accepted that the current plan was only “indicative” and would not be presented to the planning authorities for approval.

A further fruitful exchange between Rees and Patrick has resulted in Patrick asking the senior consultant to send him the package that would be presented to the planning authorities for approval. Rees would be provided with a copy to ensure compatibility with an amended Serenity Garden plan. This was potentially an important step forward in the process.

Once this detailed Rain Garden plan becomes available, the Serenity Garden plan could be quickly amended to make it compatible with the Rain Garden. We could then move forward on producing the Serenity Garden Plan for planning permission at the same time as the Rain Gardens. **Action: Rees to maintain contact with the senior consultant and Patrick and obtain a copy of the rain garden submission for planning approval. In Hand.**

7. AOB

- **Action Log.** Rees presented a draft PPG Action Log which drew on the actions already stated in previous PPG Minutes. The PPG accept that bringing all the actions together in one log would help to ensure that no action would be lost and the owners of the actions would only have to go to one source. The log would be owned by the PPG Sec who would be responsible for keeping it up to date, primarily in accordance with agreed PPG minutes. The meeting accepted that the final column should be titled Impact and should capture the impact of the improvement for patients/staff, of the action being taken. **Action Interim Sec to maintain.**
- **Annual Diary of PPG Events.** Recent events have provided the impetus for maintaining an Annual Diary of Events. It is clear that understanding the resource requirements (for example, deconfliction with other activities, personnel and financial). The meeting accepted the diary lay out with one addition: that we should judge the impact of delivering or supporting an activity and record it. There are many events in the Reigate area which would be good to attend but we need to ensure that we commit valuable resources to events which will have the most positive Impact for our patients and staff. Any addition to the Annual Diary should be discussed well in advance and given any potential overload, may require a decision to remove another event to ensure the correct resources are available. **Action: Interim Sec to maintain.**

- **Initial feedback on CQC Inspection.** The inspection which covered CQC-selected areas seems to have gone well. The final report yet to be received. In a limited inspection, some areas were outstanding. WHS is to be prioritised to receive a full inspection of all areas.
- **Carers Group at St Marys.** Jane said that there was a Carers Group in St Marys with which it would be worthwhile engaging. **Actions** Katie. Lucie and Grace to contact Jane. **Jane** to contact Salina for further information so that the group could be promoted on social media and poster.
- **The Next Engagement with DofE.** Building on the current engagement with a school's DofE students, there was an intention to spread the engagement to other schools in the area such as St Bede's, Reigate School, Carrington and Royal A&A. **Action – John to approach Reigate School initially.**
- A new doctor Alistair Carr has arrived to replace Dr Sathi who is departing WHS, without any gaping of the post. An additional pharmacist as been appointment as well as a replacement nurse who will replace Nurse Ronnie and a HCA has been appointed to replace Alison
- Teams Channel to set up by Katie if possible, which will enable the PPG members to see and amend the action log in real time.

Dates Of Next Meetings

10 Sep 2026 PPG at 1900 at TWHS

8 Dec 2026 PPG at 1900 at TWHS

7 Jan 2027 PPG at 1900 at TWHS