

**PATIENT PARTICIPATION GROUP
PONDTAIL SURGERY GODSTONE
DRAFT MINUTES OF MEETING
1ST JULY 2026**

PPG members present: Alan, Peter. Ian, Huw, Philomena and Jackie

Surgery Staff: Dr Edward Tang, Care Co-ordinator Ellen

Godstone Pharmacy: Ifesi

Apologies: None received

- The minutes of the last meeting had been approved earlier by email
- Peter O'Connell, the Rector of St Nicholas Church Godstone, joined the meeting as a new member of the PPG and Ellen, one of the Care Co-ordinators at the surgery, also attended for the first time. It was good to have them with us bringing both their knowledge and experience of the local communities to aid and inform the discussions at these meetings
- Update on Surgery Manager Recruitment – the new Surgery Manager was currently working her 3 months' notice in her current post and would be joining the Pondtail Team on the 1st September
- Timing of Surgery telephone appointments – this discussion continued from the previous meeting. The surgery continues to work on narrowing the time window for these appointments. If the patient does not answer the phone when called a second attempt is made to contact them. If no contact is made at the second call the surgery team will assess/triage the situation and act appropriately. It was noted that patients are always given a choice of how they wish to be contacted.

- The Minutes of PPG meetings not recorded in date order on the Pondtail Website – this discussion was continued from the previous meeting. Jackie said that the list of the minutes, as it is, looks very unprofessional. The website design was not chosen by the surgery but by the NHS Integrated Care Board for use by all GP Practices. Currently they, surgery staff, are not given the access to correct this matter. Dr Tang will investigate this further and see what/ if anything can be done.
- Annual Medication reviews is there a backlog? – the Surgery has over 6,000 patients on its list. It inherited a large backlog of reviews needing to be done and was working as speedily as possible to get this corrected. Reviews are planned to be carried out at the time of each patient's birth date. Some medications must be and are reviewed more frequently because of their type and possible side effects.
- Using the NHS App to make appointments – an issue raised previously. It was noted that this is still not working. Currently it is best to use the Pondtail form on the website to make any requests for appointments.
- Surgery use of social prescribing – the NHS is asking all surgeries to use the NHS website JOY as a resource for patients who they feel would benefit from this approach to care and support. Shortly a member of the JOY team will be coming to the surgery monthly to see and work alongside patients and staff. Dr Tang said that Surrey County Council had also started their own website to aid this work. Jackie said that she was concerned that there were a lot of very useful and thriving local groups and activities which could support this work but were not on these websites.
- **Date and time of the next PPG meeting:**

7th October 2026 7pm at the Pondtail Surgery Godstone