PATIENT PARTICIPATION GROUP

PONDTAIL SURGERY GODSTONE

WEDNESDAY 7TH OCTOBER 2026

7PM PONDTAIL SURGERY

MEETING MINUTES

Present:

Marcia Waterman – Practice Manager, Dr Penny Geer GP

PPG Members: Jackie – Chair, Alan, Ian, Philomena, Huw

Apologies for absence - none were received

<u>Minutes of the last meeting</u>

These were agreed by email

<u>Latest news from the Surgery Team that is relevant to the PPG members and patients</u>

The meeting welcomed our new Practice Manager Marcia Waterman.

Following discussion with PPG members telephone appointments are now narrowed down from any time within a 5-hour slot to a 2-hour window at the end of the surgery. This is being kept under review by the Practice.

Recording of PPG meeting minutes on the Surgery Website are still not in date order. This is an ongoing problem which is an issue for other Surgeries within DHC. Marcia will monitor progress in solving this problem

<u>Advert for the PPG on the screen in the Waiting Room</u>

The advertisement on the Surgery screen encouraging patients to join our PPG doesn't explain the meaning of the acronym PPG. The Surgery Team will sort this out. Jackie asked that a poster be put up in the waiting room which would explain the PPG in further detail

<u>Post appointment text survey from the patients – how well is it used?</u>

This is not as well used as it could be. The Surgery would be grateful for constructive feedback. The Surgery is unable to respond directly to any messages, but all are read, discussed and if necessary acted on by the relevant staff.

Unfortunately, some people have been using this survey site to send vitriolic messages to the Surgery Team. Obviously, this is unacceptable and Jackie will address this in the next articles sent to the Village Magazine and the Godstone Village Association - the GVA.

AOB

1. **Alan told the meeting that prescriptions can sometimes be short of tablets when dispensed by the Pharmacy. In his experience there is no notification of this problem given to the patient. If the patient is made aware of the problem, they can contact the Surgery Pharmacist and get the help they need to cover the shortfall. How can this issue be sorted by the Surgery and Pharmacy? To be followed up at the next meeting**
2. **Jackie said that the doorbell outside the Surgery Door is not easily accessible to patients in wheelchairs. Could it be moved to the wall? To be followed up at the next meeting**
3. **Ian reported that the NHS website does not work for booking appointments. Penny will investigate the problem, and it will be followed up at the next meeting**
4. **Are all allergies recorded properly on patient records? Ian said that this appears not to be the case this to be followed up at the next meeting.**
5. **A named GP for each patient this is a work in progress**

Next meeting: 6th JANUARY 2027 7PM PONDTAIL SURGERY