

PPG AGM MEETING MINUTES

Thursday, 20 May 2026

1. Welcome, Introduction and apologies.

Attendees: Dr Sarah, Jane, John, Mazhar, Rees, Dr Matt

Apologies received: Martin, Matt, Mandie, Salina, Katie

Although promulgated in advance of the meeting that there would be access to the meeting on Teams, no Wall House Surgery patients joined the AGM.

2. Brief review of the previous year

Rees briefly listed the highlights of the year where the PPG contributed as follows:

- a. Assisting with the COVID clinics conducted in Surgery in May 25
- b. Promotion of Neighbourhood Meetings
- c. Promotion of the major improvements to the access to surgery services
e.g. reduction in volume of calls, reduction in call waiting times and improvement in requesting appointments using web site form
- d. Promotion of use of NHS App to receive notification of messages
- e. First edition of the new Newsletter
- f. Visit of Rebecca Paul MP to TWHS
- g. Promotion of Pharmacy First in the Surgery and newsletter
- h. Serenity Garden – planning progressing
- i. Engaging with local Reigate Architects for planning of Serenity Garden
- j. Working with the Community – RGS Duke of Edinburgh Awards - Engagement Planning
- k. Reigate Festival – TWHS Stall in June
- l. TWHS sponsoring Reigate Park Run in September 25
- m. Growing Health Initiative
- n. HIV Confident Charter – the first GP practice in the area to sign up to the charter
- o. Peer Support Group for LGBTQ+ and Disabled
- p. Further improvements in initial patient contact e,g improving initial patient telephonic contact with the surgery using new technology to

speed the gathering of information and its presentation to the clinician for review and decision.

- q. The first of a number of planned Community Connection Meetings in May 26
- 3. Rees thanked the Co-chairs and, in particular, Mandie the Secretary who was standing down, for their service over the years.
- 4. **Appointment of PPG Officers for the forthcoming year.**

The two co-chairs were the only members of the PPG who put themselves forward. There was no volunteer for secretary. On this basis, the PPG agreed that Rees and John were elected to be co-chairs for the next year. There would be a search for a new secretary. Rees volunteered to take on the role while a new secretary was found. All PPG members present agreed to continue to stand.

AOB

5. Forward Planning

It was agreed that there should be an annual forward plan, capturing the key events in the surgery and community to allow adequate time for promulgation and allocation of resources in an otherwise very busy environment.

6. The Need for Volunteers

All members of the PPG were patients at TWHS and were volunteers who gave up their own time and effort to help the Wall House Surgery to provide an even better service to their 22,000+ patients. The Community Connection Meeting (CMM) held on the 19 May had a number of patients who expressed an interest in joining the PPG. Recruitment of more volunteers was in hand.

The PPG's intention was to hold 2 CCMs per year.

7. Date of next meeting

The next AGM will provisionally occur in May 2027. The actual date will be promulgated in due course.

The AGM was formally closed at 19.04.