



**Minutes of the St Luke's Patient Participations Group (PPG)  
Friday 6<sup>th</sup> February at 13:15  
To be held at St Luke's Surgery – Waiting Room**

Present: Dr Simon Vickers – GP Partner (SV)  
Dr Lucy Joslin – GP Partner (LJ)  
Helen Gower – Deputy to Practice Manager (HG)  
Magdalena Nowak – Administrator to Practice Manager (MN)  
Kayleigh Moyse – PCN Manager (KM)  
Kay Pearson – Guildford Chaplaincy (KP)

**1. Welcome and apologies:**

SV introduced practice staff and welcomed new and returning attendees.

**2. Minutes of the meeting Friday 17<sup>th</sup> October 2025:**

A copy of the previous minutes were previously emailed to attendees. All minutes are available to view on the practice website.

[Microsoft Word - PPG Meeting Minutes 17.10.25.docx](#)

**3. Car Park & Bike Rack Update**

The practice is currently in the process of obtaining quotes for the groundwork required for the installation of a bike rack. One quote has already been provided by the landlord. Once all quotes have been received, the practice will apply for NHS funding. A PPG member confirmed that they are in the process of seeking a sponsor to support the bike rack (action log 001/2026)

**4. Staffing Changes**

SV announced that our new GP, Dr Lubna Abdullah, started with us on the 2nd February and will be working six sessions per week. The practice now has a total of ten GPs.



June Richards, Practice Nurse, has joined the team specialising in respiratory care, bringing the total number of nurses to three.

Practice Manager, Dawn Brewer, has retired at Christmas. Her role has been taken over by Rachael Dilley, with Helen Gower appointed as Deputy Practice Manager. Magda Nowak has stepped in as Administrator to Practice Manager.

New reception staff have also been appointed, Georgia Boxall and Rachael Azan.

#### **5. Social Prescribing and Work Well - Kayleigh Moyse, PCN Manager**

KM spoke about the Community Hub, which provides support to patients with signposting to services such as housing, finances, foodbanks and mental wellbeing.

The service follows a four-step approach, starting with an initial telephone appointment, followed by up to three face-to-face sessions. A personalised action plan is created for each patient, with the final session designed as a follow-up to review progress and wellbeing. Face-to-face meetings can take place at Spectrum, local library or in coffee shops. Referrals do not have to be made by a GP, as anyone can signpost patients to the service. The service has been shown to free up to 20% of GP appointments.

Social Prescribing team: [procare.gecommunitylinks@nhs.net](mailto:procare.gecommunitylinks@nhs.net)

KM talked about "Lighthouse Project" a new community coffee shop which has opened at the top of the High Street. The venue offers free tea and coffee, lifestyle coaching, bereavement support, men's club, a used prom dress shop, and provides space for the social prescribing team.

KM explained DWP project "Workwell" supporting people on sick leave to help them return to work. Workwell offers employment coaching and is also linked to the social prescribing service. Patients can self-refer to the programme. A text will be sent to patients to inform them about the support available when a sick note is issued.

Workwell: <https://www.surreycc.gov.uk/jobs/employability-and-skills/workwell>

KM spoke about the V-I-A project, which is part of the community work supporting people with drinking concerns. The project provides coaching and



links to local services. It is designed for those with drinking issues, not for individuals with alcohol addiction.

Via alcohol prevention work: [Surrey - via](#)

The Connect Support Surrey website provides information on all local services available to patients: [Home Page | Connect to Support Surrey](#)

## **6. Guildford Chaplaincy – Kay Pearson**

Kay from Guildford Chaplaincy gave a talk on the services available. This is part of the Guildford Town Chaplaincy and Street & Community Angels. The service provides a listening and support service for people to share their stories, offering guidance. It is non-faith based. Sessions are available every Tuesday afternoon for adults over 18, with up to six sessions of 45 minutes each. The service is not suitable for patients with severe mental health conditions.

## **7. CQC**

LJ spoke about an expected CQC inspection, the last inspection was in 2016. The practice will receive approximately two weeks' notice. The CQC will review data and targets remotely and will also visit the practice to speak with clinicians and patients.

## **8. GP Video Recordings**

LJ informed that one of the trainee GPs will be taking exams, which require video recording of consultations. The recordings need to be completed by the end of August. Consent will be obtained from patients before any recording takes place. Potentially, the CQC will seek PPG representation during the inspection.

St Luke's Surgery is a training practice. At present, the practice has three trainee doctors ST1- Manoor Ilyas, ST2 – Ashling Kelly and ST3 – Katie Hickinbottom, three medical students from Guildford, and one medical student from the London area.

## **9. AI**

The practice is exploring the introduction of AI scribe voice recording. At present, we are assessing how it could benefit the practice and ensuring it is



safe to use. AI scribe provides a recording system for documentation purposes only and is not diagnostic. Patient consent will be obtained before any recording takes place. The practice hopes to implement the system within the next few months.

**10. Any Other Business**

The flu clinic will take place on 3rd October. This year, the clinic will be held indoors at George Abbot School.

**11. Date of next meeting**

To be confirmed.