

# PPG MEETING MINUTES

15 January 2026

## 1. Welcome, Introduction and apologies.

**Attendees:** Dr Sarah, Jane, Salina, John, Mazhar, Rees, Sandra E, Dr Terri

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

**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 12 Nov 25 PPG

Minutes of the 12 Nov 25 PPG meeting were approved without amendment.

## 3. Matters Arising – Actions

- **Befriending Calls – Action: Sarah said she would talk to organisations such as the Brigitte Trust, Marie Curie and Voluntary Action as we needed to ensure all were safe.** John agreed to take the lead.

John reported that there was more work to be done to re-invigorate the Champions, involve new volunteers and provide a clear purpose. We needed a clear plan of action which clearly lays out what the Champions were required to do. **Ongoing after AGM**

**Action: Flowcharts - Care Co-ordination Team and Matt, Martin and Sandra to arrange a meeting.** Action on hold until new Care Coordinator is appointed. Not yet onboard. **Sarah would send some information about chronic kidney disease to Sandra. Ongoing**

- **Growing Health Initiative.** It would be useful to know where the video production will be used and the target audience. **Action Sarah** This information could be published in the Newsletter published every quarter. The subject of lanyards was raised for PPG members. Salina agreed to produce them. **Action Salina** The video is now available and particularly useful, emphasizing working with the community: 1. in the RGS DofE scheme 2. the WHS Garden project, 3.

the joint working of the practice/ PPG/and Patients, and 4. the vaccination days.

- **Potential new Members for PPG.** Outcome of Community Connection Meeting, discussed at Item 7. Possible request for applications at the AGM.
- **John introduced the HIV Confident Charter.** John is currently working with UH Sussex as an organisation, towards gaining the “HIV Confident Charter” mark as an organisation. This is a National Charter.

The next stage is to extend / develop the charter for GP Practices. Lack of up-to-date information which creates HIV stigma, often delays early diagnosis or even prevention. It promotes the up-to-date education of the healthcare team as a whole. John was involved with the Grand Round presentation on 24<sup>th</sup> September. The training has been developed for GP Practices. Sarah expressed interest in TWHS taking the lead as a ground breaker for the training to be a GP Practice Leader for the Charter. **Action John, Sarah. Ongoing** John noted that training has been made mandatory across UH Sussex trust.

A magazine has been produced sponsored by ViiV, produced in partnership with GPs and women patients. John has delivered 2 hard copies and the information required to obtain other copies, to practice.

- Katie will send points raised by patients to Salina to create appropriate social media content. **Action Katie and Salina - Completed**

#### 4. Reigate Grammar School (RGS) DOE – update

The form which had been passed to RGS had been accepted and agreed by the RGS Senior Leadership Team (SLT) with some minor amendments. The SLT were also content with the Non-Disclosure Agreement to be signed by RGS students joining the THWS for DofE volunteer work.-

Post Meeting Update: The revised application form has now been accepted by RGS and students would be asked to submit applications to TWHS.

#### 5. WHS Garden – Update

Dr Terri provided the update. The expected progress between a specialist company, instructed by the practice to examine the SES plans, and SES had not materialised. SES did not appear to be engaged. Rees suggested that the only way to achieve progress was now to request a face-to-face meeting with the decision maker in SES and negotiate a decision. **Action Dr Terri to provide contact details of the key SES decision maker and provided an authorization paper to allow Rees and Mazhar to attend the meeting on behalf of Partrick.**

## **6. Peer Support Group for LGBTQ+ Disabled People Survey**

John had attended meetings in London and there are positive voices in support of this initiative. He is working with the Deaf community. He considered that it was particularly important for the Deaf community who felt that they had been forgotten. Similarly, the mental health community must be considered. The Richmond Fellowship and Way Through are also involved.

John endorsed this initiative and encouraged the PPG to support. There was a need for funding and therefore a Support Group was needed to raise that funding.

## **7. PPG AGM**

It was decided that more time was needed to plan the AGM. A Community Connection meeting would be held at 18:00 for 18:30 on 19 March. The Church of the Holy Family, next door to TWHS will be approached to use their hall. This would give an opportunity for the PPG and the staff to inform the assembled patient community about the progress which had been made in the previous year.

The AGM would be put back to 20 May to start at 6pm with the scheduled PPG meeting following at 7pm.

## **8. AOB**

Dr Sarah announced that TWHS had received a Green Award. TWHS has also been acknowledged as a finalist in the Marie Curie Practice of the Year.

### **Improvements to initial patient contact with TWHS.**

The surgery expends 56 man hours a day on inbound calls on patient issues. This initial contact colours the patient responses to the Ipsos Mori poll results. Building on the successful reduction on call waiting times and the introduction of appointment forms on TWHS web site, there is a need to improve resilience of the capability receiving inbound calls, particularly when staff illness (and their children's illnesses) coincides with increased incoming calls which can rise to 1,000 per day during the winter months.

EMMA is an AI capability which is often described as AI receptionist. It answers patients' phone calls instantly, asks questions (tailored by the practice) to understand patients' needs, completes digital triage forms to send structured information to the GP team who perform the clinical review. It can also identify urgent calls in the queue and prioritise them for the clinicians if required. –The capability is going to be trialed over 4 weeks. If approved, the system will be scheduled to begin a slow roll out. EMMA has been rolled out elsewhere in the NHS and has the potential to improve patient experience when contacting TWHS.

JOY App (Website) is an on-line directory of NHS Services which allows self-referral. It will probably need additional social prescribing helpers to enable patients to access these services. This was a candidate for the next newsletter.

### **Dates Of Next Meetings**

**19 Mar 2026 Community Connection Meeting in the hall of the Church of the Holy Family, next door the TWHS at 6pm for 6.30pm**

**20 May 2026 AGM at 6pm**

**20 May 2026 PPG at TWHS 7 pm**

**7 July 2026 at 7 pm at TWHS**