

## Upper Halliford Medical Centre

### Patient Participation Group (PPG) Update – June 2026

A Patient Participation Group (PPG) is a group connected to a GP surgery that enables patients and the practice to work together to improve services, communication, and the overall patient experience.



#### Meet the PPG Team

*Left to right in the photograph:*

Ricky - Chair

Kamilla - Member

John - Member

*Other members:*

Sandra - Secretary

Julie - Member

[Julie Lancaster](#) was unable to attend the photo session due to current family commitments.

[Sandra Dunn](#) has recently been elected Mayor of Spelthorne Borough Council.

#### Supporting the Surgery and Patients

The UHMC Patient Participation Group has now been established for two and a half years and continues to work closely with the surgery team.

Some of the work and achievements of the PPG include:

- Introducing the UHMC “Meet and Greet” initiative (see below).
- Building a strong working relationship with the surgery, with ongoing support from Dr Kamil.

- Assisting with maintenance work around the surgery site.
- Ricky supported the recruitment process for a new receptionist.
- Working with local councillor Buddhi Weerasinghe to arrange repairs to the pavement outside the surgery.
- Advising patients about the surgery's Call Back facility when contacting reception.
- Welcoming a visit from our local MP, Lincoln Jopp.

### **NHS Prescription Ordering Procedure**

Patients can request repeat prescriptions through the NHS App or by submitting a written request at reception.

Once received, requests are reviewed by a GP. If the medication is approved, the prescription is issued within 3 working days.

Approved prescriptions are sent electronically to the patient's nominated pharmacy for dispensing.

Patients are advised to request medication in advance to allow sufficient time for processing and to avoid running out of medicines.

If you would like information about the PPG or if you are interested in joining us - please contact our Chair - Ricky Wallis at [rickywallis@outlook.com](mailto:rickywallis@outlook.com)

### **“See You in the Waiting Room” – Meet & Greet Sessions**



One of the PPG's main priorities is to encourage positive communication with patients so we can better understand what is working well and where improvements may be needed.

To support this, the PPG introduced regular Meet & Greet sessions in the surgery waiting room. These informal sessions give patients the opportunity to speak directly with PPG members and share their experiences of the surgery.

To date, we have carried out 64 Meet and Greet discussions with patients.

These sessions are led by Julie Lancaster and Kamilla Govinden.

### *Kamilla Govinden – Reflections on the Meet & Greet Sessions*

“As a volunteer member of the Patient Participation Group (PPG), I spend a couple of hours each month in the surgery waiting room carrying out Meet and Greet sessions.

My role is simple: to speak with patients, offer a friendly face, and gather feedback about their experience.

I introduce myself as both a patient and a retired nurse. People often come to the doctor feeling worried, anxious, or unwell, but most patients are very willing to talk and share their experiences.

Patients have shared mixed views about the new AccuRx online appointment system. Telephone waiting times and long waits for appointments remain common frustrations, and some patients who live locally still prefer to visit the surgery in person to arrange appointments.

I hear stories about the challenges of accessing appointments, an issue affecting surgeries across the country, alongside positive feedback about the care patients receive once they see a doctor face to face. Most patients say they are satisfied with the medical care they receive.

The Meet and Greet sessions are about recognising patients’ experiences and ensuring their feedback is shared with the surgery team.

As both a patient and a retired nurse, I remain extremely proud of our NHS despite the challenges it has faced since Covid. It is important that the NHS continues to listen to the people it serves.”

The PPG would like to thank all patients who continue to share their experiences and feedback with us. By working together with patients, surgery staff, and the wider community, we hope to continue supporting positive improvements at Upper Halliford Medical Centre throughout 2026 and beyond.