

Patient Participation Group Meeting Minutes 16.9.2025
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Attendees PPG: Mervyn Granshaw, Jill Spain, David Willis, Jackie Mallery, Richard Broughton, Judi Pollard, Nick Smith.


Attendees Surgery: Dr Mckendry, Ben Taguba, Sarah Boltwood

Apologies: Nigel Northridge, Diana Martin.

Resigned: N/A

Introductions: Presentation by Tim Dowdall – pharmacy consultations (Pharmacy First).

Action Items	Outcome	Who to Action
2. Minutes of Previous meeting 22.7.25	Minute 5 change number 9 for a bracket. All other minutes recorded as accurate.	SB
3. Matters Arising	<p>Mervyn invited members of 4 other PPGs to our PPG's pre meeting – discussed how we currently work.</p> <p>Missed appointments question asked what can we do?</p> <ul style="list-style-type: none"> • Vulnerable patients/children are contacted if appointment is missed. • Text messages are sent to patients to remind them of appointments. <p>Minor surgery buddy appointments – do we do these?</p> <ul style="list-style-type: none"> • Buddy appointments are a funded LCS, however we do not currently have capacity to open to other surgeries to offer a buddy service, this would be at the detriment of our own patients. <p>PPG Newsletter – this is still being worked on.</p> <p>Richard has left a message with Normandy Parish Council to enquire if they would support us with funding for future projects.</p> <p>Social Prescribing platform has been approved but currently awaiting Information Governance (IG) before we can start to use it.</p> <p>Eleni to update group on prescribing survey at next meeting.</p>	<p>JS</p> <p>RB</p> <p>EG</p>
4. Practice Update	From October 1 st our routine triage will be open throughout our core opening hours 8-6.30pm, however our patients will have access to the routine triage from 7am. Surgeries have 2 working days to get back to patients in line with current practice operation.	

	<p>Winter funding – this is a funding that we have received in previous years to help over the busy winter period to fund more appointments, we are still waiting to hear what this year's funding will be.</p> <p>11th & 12th October will be the first of our large flu & COVID clinics, we will be vaccinating approx. 1400 patients over this weekend. Childrens flu clinics were held in September.</p> <p>Dr Aby Sy has started with us as a training GP.</p> <p>Dr Davies has started with us as a salaried GP.</p>	
5. Updates from PPG	<p>Jackie has produced an information sheet to hand out at Worplesdon PC Community event.</p> <ul style="list-style-type: none"> • Discussed if we need a logo and which font to use. • Poss use a QR code to link to Facebook page. • Group to think of 3 key messages to promote. • Create job description to give to potential PPG committee members, to be discussed at the next meeting. • Surrey Heartlands ICB AGM on 10.9.25 was attended by Mervyn. 	<p>PPG</p> <p>All</p>
6. Events	<p>Ben informed group that there will be two Practice learning events between now and March 2026 – dates TBC.</p> <p>It was suggested an event on helping patients with technology.</p> <p>Lifestyle event – still in progress with Dr Angiolini.</p>	PPG
7. Finance	<p>Report attached.</p>  <p>PPG Finance Report 28.8.25.pdf</p>	
8. Date of Next Meeting	<p>Full PPG meeting Tuesday 18th November 1.45-3pm.</p> <p>Pre meeting Tuesday 4th November 1.45-3pm</p> <p>Schedule for next 12 months meetings was requested – Judi will get the dates.</p>	JP
9. AOB	<p>Mervyn asked if there were plans to extend GP opening hours past core hours – Ben advised there is no current plans.</p>	