

St Stephen's House Surgery
Patients' Participation Group Committee Meeting
Monday 23rd March 2026 at 1.30pm on Zoom

MINUTES

Present: Jess Sohal (JS) Chair; Tim Robertson (TR); Linda Tate (LT); Val Moss (VM) (minutes).

1. Apologies for absence: Jane White (JW); Richard Coveney(RC); Barbara Wells (BW); Beverley Porter (BP); Sam Wylie (SW).

2. Minutes of last meeting on 19th January 2026 were approved.

3. Matters arising. JW had informed the committee that one or both flu clinics were due to be held outside this year, in which case the gazebos would be needed.

4. Surgery matters. In view of the absence of JW, **agreed** that JS would ask her for an update on surgery matters. **Action JS.**

5. Treasurer's Report. BP had reported there is £1154 in the PPG account. **Agreed** this should remain in the account to cover the cost of renewing the contract for the defibrillator, due in 2027.

6. Newsletter. JS thanked TR for his work in setting up an email address and sending out the newsletter to patients. She also thanked all those who contributed to the newsletter.

Agreed JS would ask JW whether she had received any feedback concerning the newsletter. **Action JS.**

Agreed to aim for sending another newsletter out in June.

7. Survey. TR reported that there had been 59 responses to the survey. This represents 10% of the patients who received the survey, and this in turn is 10% of all the patients at SSHS.

Of these, 77.6% rated their experience of the surgery to be good. 98.3% would recommend this surgery to someone new to the area. 89.7% were aware of the GP Hub.

50% of respondents used the new triage system. One third still booked by going in person or ringing up.

65% used the website for appointments with nurses.

90% of respondents were pleased with reception staff. 76% had phone calls answered within 5 minutes.

TR was thanked for his work on this. He was asked if he could compare all of some of the answers with last year's survey. **Action TR.**

Agreed the survey results would be put in the next newsletter.

8. IT. TR had set up a new email address for patients to contact the PPG. This needed monitoring, but so far no one had used it to contact the PPG.

It had been decided there would not be a separate email address for committee members.

New slides were needed for the surgery, in particular to advertise for the need for new PPG committee members. **Agreed** a poster was also needed for the PPG noticeboard in reception. **Action JS.**

9. AGM on 21st May and future of PPG committee. Only four committee members had attended this meeting, and only four had attended the last meeting in January. According to our Terms and Conditions, this number does not represent a quorum and is certainly not sufficient for the long-term health and survival of the committee.

Agreed that an extra meeting of the committee would be held on **Monday, 11th May 2026**, in advance of the AGM. If no further support for the committee had been offered, the partners of the SSHS would be alerted to the need to wind up the committee.

Agreed VM should resend the Terms and Conditions of the committee as some people had not received it. **Action VM.**

10. AOB. VM reported that a hand-written note had been spotted by former committee member Chris Ranger on the defibrillator. It suggested that the defibrillator was no longer working. With guidance from Andrew Moss, Chris had opened and checked and all was working as normal.

11. Date of next meeting. Monday 11th May 2026 at 1.30pm on Zoom.

Date of AGM – Thursday 21st May at 7.30 pm at the Ashted Peace Memorial Hall.