



Practice Meetings Template 2023

Meeting Name: PPG Meeting

Venue: Hersham Centre for the community

Date and time: Tuesday 3rd March 2026 – 11am

Attendees	
John Jordan	Chris Koehli
Jan Koehli	Amy Hayes
Charlie Cheeseman	Elaine Marchant
Amba Dixon	
Kim Cole (reception manager)	Apologies: George McDonald

Agenda:

- All agree on last minute actions
- Introducing new reception manager
- Meet Kim new reception manager
- Elmbridge excel offer to patients
- Building and community updates
- Ppg suggestions and comments
- Chris to feedback communication with Monica Harding – an email will be sent to Monica
- Update on Shopping centre.
- Update on new surgery situation.
- Election of new chairperson.
- AOB

Minutes:

All agree on last minute actions

- All agree on minutes and actions

Introducing new reception manager

- Kim was introduced to the group and gave us some of her background within the NHS
- Kim expressed that she would like to progress the surgery further within a social prescriber role

Action: invite Kim to meet in 6 months time for an update

Elmbridge excel offer to patients

- Excel in Elmbridge off an exercise programme for patients to self-refer
- There are different memberships to choose from and courses
- <https://www.placesleisure.org/exercise-referral/>



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Building and community updates

- Currently awaiting a planning permission update
- An update will be given at the next meeting
- Amy will provide an update at the next meeting with regards to the Hershams Community centre
- There is a development application made for Turners Lane

ACTION: CC will add the link to the whatsapp group

PPG suggestions and comments

- None at present

Chris to feedback communication with Monica Harding – email sent to Monica

- No response from Monica Harding
- An update will be given at the next meeting
- CK will let the group know if any support is needed

Update on Shopping centre

- Waitrose have purchased the shopping centre and the car park will be kept

Election of new chairperson

- John would like a new chair person to be elected
- Add to the next agenda

AOB

- Charlie let the group know that Dr Bennett's son informed the surgery that he has recently passed away
 - The group shared some stories of Dr Bennett
 - Charlie will provide funeral details
- There are new yellow lines along Pleasant Place but the disabled bay has not been freshly painted
 - John will raise this with the local council
- Chris raised a point about the online booking system for the surgery
 - It is felt the forms are not clear when wanting to book a blood test as an admin form needs to be used. This is not a clear booking route for patients

ACTION: Charlie will try to get a message put on the Phone system

Next Meeting: Tuesday 14th April – 10am



Action Log

Action	Action Owner	To be completed when? If applicable
Invite Kim to a meeting in 6 months time for an update	AD	6 Months
Turners Lane: CC will add the link to the whatsapp group	CC	Complete
Admin booking form: Charlie will try to get a message put on the phone system	CC	Message added
Funeral details for Dr Bennett	CC	
Yellow lines not painted outside surgery – raise with council	JJ	John has chased this

Action Log – From last meeting

Action	Action Owner	Completed
CAB and Rahmat meeting to be arranged to discuss potential to help together	CC	Rahmat attended clinic meeting - ongoing
Pharmacy/GP contracts regarding flu clinics to be looked at for 2026	CC	Unable to comment until later in the year