

PATIENT PARTICIPATION GROUP (PPG) MEETING MINUTES

Date: 29th August 2025

Attendees:

GS, JW, LB, PH, SVK

Practice Staff:

Practice Manager	- Sharon Ryan (SR)
GP Assistant Manager	- Michelle McDonagh (MMCD)
GP Assistant/Minute Taker	- Poppy Williams (PW)

Item 1: Welcome / introduction for new PPG members

- Introductions & welcome to new members.
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Item 2: PPG Chair Position

- No nominations for PPG Chair position have been received. SR to continue as PPG Chair for now and PPG to revisit nominations in the New Year.
- PPG members interested in the role of Chair to nominate themselves. Nominations accepted via email at SJWMP.PPG@nhs.net, in writing, or by telephoning the practice to speak to PW/MMCD.

Action point:

- PPG to revisit Chair position nominations in the New Year
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Item 3: Education Events

- SR advised the education evenings are best focused on conditions that have services available in the community that patients can be referred to. SR informed the group that MMCD is liaising with the Breast Screening service to organise a patient education evening.
- MMCD advised the group of the NHS Reducing Health Inequalities improvement programme. The education evenings will tie in to the focus areas of this programme with the practice aiming to host education evenings for Asthma and Diabetes in November 2025 & February 2026.
- PPG members will provide feedback on posters for the upcoming events to ensure they are clear and patient friendly with an aim to start advertising the November event as soon as possible to raise patient awareness and increase attendance. Clinical registers will be the focus for inviting patients most appropriate for the events.
- JW suggested surveying GPs for their insight. PW to survey GPs for what events they are being asked about by patients during consultations.

Action point:

- PW to survey GP for what events they are being asked about during consultations.
 - PPG members will provide feedback on event posters
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Item 4: Patient feedback

- MMCD updated the group that we are still awaiting confirmation on the group's requests for other languages being included in the HCL survey and for the date/time to be added to the SMS requests being sent out.
- HCL have confirmed that the feedback SMS gets sent out to patients who have had an appointment in the 3rd week of each month.
- LB reiterated that during the HCL PPG meeting, HCL advised they hope to increase engagement by confirming the date of the appointment in the SMS.
- JW gave feedback on his experience in the steering group currently and suggested a polling app to help with organising meetings. Doodle polling tool was suggested by PH as a useful tool. PW will pass the information on the steering group and assist in appointing a group lead to organise meetings.
- SR discussed the NHS GP Patient survey results. LB will choose six of the results to add to the Winter 2025 Newsletter.



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Action points:

- PW will pass Doodle pooling tool information to the steering group.
 - PW to assist the steering group in appointing a group lead to organise meetings.
 - LB will choose six of the GP Patient survey results to add to the Winter 2025 Newsletter and confirm selection with SR.
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Item 5: Newsletter

- LB showed the group the Newsletter Summer 2024 Edition. The group agreed the format should remain the same going forward. LB will draft the Winter 2025 edition including the NHS GP patient feedback, Practice leavers and joiners, covid and flu – how to book guide.
- PH agreed she is happy to proof read the newsletter to support LB and both members confirmed they are happy for their email address to be shared to facilitate this. PW to share PH and LB email addresses. LB to share the drafted newsletter with PH for proof reading before sharing with SR for finalisation.
- The group discussed the addition of a Myth Busting section being added to the Newsletter. SR to discuss with the Partners to create an information page.
- SVK enquired about the availability of the Newsletter for patients. SR confirmed with the group that printed copies are available in Reception and digital copies are available on the website to view and download. SR will check if the Website can facilitate a newsletter distribution list that patients can sign-up for.
- LB to attempt to create a Patches; How to guided video to support patients struggling to register with Patches. The group agreed this should not be added to the Winter 2025 Newsletter.

Action points:

- LB to draft the Winter 2025 Newsletter
 - PW to share LB and PH email addresses
 - LB to share the drafted newsletter with PH for proof reading before sharing with SR for finalisation.
 - SR to discuss with the partners creating Myth Busting information page to add to each newsletter going forward.
 - SR will check if the Website can facilitate a newsletter distribution list that patients can sign-up for.
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Item 6: Any other business (AOB)

- SR informed members that PPG meetings are held on the 16th floor of the HCL building and in the event of a fire the stairs must be used to exit the building.
- PH raised the issue of not all members being available to attend PPG meetings during working daytime hours. SR confirmed meeting dates and times are dependent on members attendance and availability and proposed 2 meetings during the day and 2 evening meetings to be held in 2026. The evening meetings will be in Spring/Summer.
- SR discussed group numbers as there are currently 21 members of the PPG not all actively attending meetings or proactively involved in the PPG. SR and MMCD to discuss further with potential for members who do not engage being removed.
- Telephone data review
 - On hold due to reporting issues.

Action points:

- Practice to organise a split of 2 evening meetings and 2 day-time meetings in 2026 – the evening meetings will be in the Spring/Summer months.
 - SR and MMCD to discuss further with potential for members who do not engage being removed.
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Action points:

- PPG to revisit Chair position nominations in the New Year
 - PW to survey GP for what events they are being asked about during consultations.
 - PPG members will provide feedback on event posters
 - PW will pass Doodle pooling tool information to the steering group.
 - PW to assist the steering group in appointing a group lead to organise meetings.
 - LB will choose six of the GP Patient survey results to add to the Winter 2025 Newsletter and confirm selection with SR.
 - LB to draft the Winter 2025 Newsletter
 - PW to share LB and PH email addresses
 - LB to share the drafted newsletter with PH for proof reading before sharing with SR for finalisation.
 - SR to discuss with the partners creating Myth Busting information page to add to each newsletter going forward.
 - SR will check if the Website can facilitate a newsletter distribution list that patients can sign-up to.
 - Practice to organise a split of 2 evening meetings and 2 day-time meetings in 2026 – the evening meetings will be in the Spring/Summer months.
 - SR and MMCD to discuss further with potential for members who do not engage being removed.
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