

PATIENT PARTICIPATION GROUP (PPG) MEETING MINUTES

Date: 14th November 2025

Attendees:

JW, NM, SVK, BG, GS, AO, CA

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: Review Action Points from last meeting

- Action points from last meeting reviewed
- 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.
 - GPs were surveyed for education event ideas and these will be referenced when organising future events. MMCD informed the PPG that the first Education Event to be scheduled will be for Breast Screening, the event details are to be confirmed, and members will provide feedback on event posters ahead of event promotion. SR and MMCD to review members who do not engage and discuss candidates being removed.

Action Points:

- PPG to revisit Chair position nominations in the New Year
 - PPG members will provide feedback on event posters
 - SR and MMCD to review members who do not engage and discuss candidates being removed
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Item 3: Patient feedback from Q1

- MMCD explained the sources of the feedback and presented the collated feedback from Q1 and Q2.
- MMCD explained the Patient Feedback Action Plan and the group agreed on action points to be actioned by SJWMP and reviewed as part of the Patient Feedback Action Plan. The agreed action plan will be shared with the group and made available on the Practice website and in the waiting area. BG suggested the Practice offering a Patches training session for Patients wanted support in getting familiar with the platform and how to use it. PW to create a poster and sign up sheet for patients and coordinate a support event. BG volunteered to collate the feedback going forward MMCD/PW will provide the feedback to be reviewed when it is available.

Action point:

- MMCD/PW to share the updated Patient feedback Action Plan with group, on the Practice website and in the waiting area
 - PW to create a poster and sign up sheet for Patches support session and coordinate a support event
 - MMCD/PW to provide feedback to BG to be reviewed when it is available.
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Item 4: Newsletter

- SR updated the group that the Practice website is unable to facilitate a newsletter distribution list, but the newsletter will be added to the website with guidance that patients can get a hard copy at Reception. The Practice aim to create a newsletter on a quarterly basis, the group can provide ideas, feedback or suggestions to SJWMP.PPG@nhs.net.
- The practice will arrange for a Myth Busting information portion to be added to the newsletter going forward.

Action points:

- SR to ensure the newsletter has been added to the Practice Website
 - SR to update the Practice website advising Patients that a hard copy of the Newsletter can be requested at the Practice Reception desk
 - Myth Busting information portion to be added to the newsletter.
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Item 5: Feedback from the Health Inequalities Discussion

- SR updated the group with the feedback from the meeting and informed them of the ongoing nature of the Project.

Item 6: Meeting dates for 2026

- SR/MMCD discussed suggesting some date option for meeting in 2026. As previously agreed by the group meetings proposed will include 2 afternoon and 2 evening meetings. SR/MMC will propose some date option to the group.

Action points:

- SR/MMCD to propose date options to the group for 2026 meetings.

Item 7: PPG Christmas Event

- SR informed the group the Practice will be hosting a PPG Christmas Event in December. Event details will be sent out to the group.

Action points:

- SR/MMCD/PW to send PPG Christmas Event details out to the group

Action points:

- PPG to revisit Chair position nominations in the New Year
- PPG members will provide feedback on event posters
- SR and MMCD to review members who do not engage and discuss candidates being removed
- MMCD/PW to share the updated Patient feedback Action Plan with group, on the Practice website and in the waiting area
- PW to create a poster and sign up sheet for Patchs support session and coordinate a support event
- MMCD/PW to provide feedback to BG to be reviewed when it is available.
- SR to ensure the newsletter has been added to the Practice Website
- SR to update the Practice website advising Patients a hard copy of the Newsletter can be requested at the Practice reception desk
- Myth Busting information potion to be added to the newsletter
- SR to discuss with the partners creating Myth Busting information page to add to each newsletter going forward.
- SR/MMC to propose date options to the group for 2026 meetings
- SR/MMCD/PW to send PPG Christmas Event details out to the group

Next PPG Meeting: TBC