

Greystones Patient Participation Group
Minutes of Meeting, Thursday 30 April 2026 at 5.30pm
Greystones Medical Centre



Meeting Chair: Andrew Sale

Attendees: Elaine Davies, Andrew Sale, Margaret Hooker, Paul Carrington, Rebecca Lambe, Charlotte Ollerenshaw.

1. Apologies: Joy Smith, Roz Butterfield, Gurnam Basran, Hilary Scowcroft.

2. Minutes of the Previous Meeting

The minutes of the previous meeting were reviewed. No amendments were requested.

Decision: The minutes were approved as a true and accurate record.

3. Matters Arising from Previous Meeting

Publication of Minutes

The group discussed whether PPG meeting minutes should be made publicly available on the practice website. Members felt this would improve transparency and help patients better understand the role of the PPG, as well as potentially increasing interest and membership.

Confidentiality was considered and it was agreed that any sensitive items would be summarised or omitted prior to publication.

Decision: Minutes will be published on the website following appropriate checks.

Observation and Suggestions Form

As agreed, the form and Terms of Reference have been updated so that feedback can now be submitted online via the PPG website or in paper form without signature. The updated Observations and Suggestions will be available in GMC reception.

It was noted that the PPG Recruitment Poster has been updated to display the new GPPG QR code. It was agreed that Andrew would arrange for this to be printed and placed in reception.

Decision: Changes approved and all to be implemented.

Review of PPG Processes and Governance

The planned review of processes and governance was postponed in order to prioritise the Patient Survey and will now be resumed. The group discussed the need for clearer decision-making processes, the role and remit of working groups, communication between meetings, and expectations of members.

The review will cover governance, the use of digital communication tools, and the development of a simple Code of Conduct. Recommendations from the review will be presented at the July meeting.

Action: Members will be invited to join a review working group to develop and bring forward recommendations.

4. Membership Update

Michael has resigned from the PPG due to personal circumstances. Members expressed their appreciation for his contribution.

Members agreed that it would be helpful to establish a consistent approach to gathering feedback from departing members, to better understand their experience of being part of the group.

Action: Elaine to draft a short set of exit-feedback questions.

5. Patient Information Leaflet (Patient Pathways)

The approved patient information leaflet – **Patient Health, Wellbeing and Medical Support Services** leaflet has been distributed, displayed in the surgery, and uploaded to the website.

The leaflet was shared as good practice at the Porter Valley Patient Voice event.

6. Patient Survey

Elaine presented the draft Patient Survey for 2026 on behalf of the working group (Andrew, Joy, Roz and Elaine). Core questions from the previous survey have been retained to allow year-on-year comparison. New questions focus on awareness of the PPG, use of the PPG website, and awareness and use of the NHS App.

Decision: Survey approved.

The Practice has offered to host the online survey using Microsoft Forms and will pass all responses received to the PPG.

Decision: Approved.

7. Porter Valley PPG Collaboration

Joint working with other Porter Valley PPGs continues to strengthen the patient voice across practices. Andrew and Elaine continue to meet regularly with the chairs of other PPGs. Andrew, Elaine and Joy represented GPPG at a Porter Valley Primary Care Network Patient Representative meeting on 5 March 2026.

Action: Circulate the minutes from the 5 March meeting alongside these minutes for information.

8. Website Traffic and Engagement

Website analytics show very low baseline traffic, with short-lived spikes following specific communications, such as the leaflet launch.

Improving visibility and engagement was agreed as a key priority. Suggestions so far have included:

- Hosting informal coffee mornings to raise awareness and build relationships
- Displaying notices or posters in the local Post Office
- Adding brief promotional messages to the back of paper prescriptions

These ideas will be developed further as part of a wider approach to strengthening communication and community reach.

9. Supporting the Practice – Priority 1 – Patient Walkthrough

Andrew presented a list of five proposed ways in which the PPG can support GMC, set out in order of GMC's preferred priorities. First on the list was conducting patient walk-throughs of the practice to

help identify practical improvements from a patient perspective. The group agreed that this would be a constructive place to start.

The practice advised that Thursday afternoons are the most suitable time.

Margaret and Paul volunteered to participate, and additional members will be invited.

Action: Invite members to volunteer for the walk-throughs.

10. Rest of Year Priorities

Current priorities remain the Patient Survey, Communications, Process Review, and increasing engagement.

11. Funding

Small-scale fundraising ideas were discussed. No decisions were taken. Note: Item carried forward to the July meeting.

12. Practice Updates

Andrea has retired after 15 years of service as a receptionist with the practice. Dr Benn marked 20 years at the practice. The COVID vaccination programme continues with good uptake.

13. Suggestions from E-group members

No suggestions were received.

14. Any Other Business

Queries were raised regarding appointment reminder messages, which the practice will review.

15. Date of Next Meeting

Thursday 30 July 2026 at 5.30pm.