Greystones Patient Participation Group

Minutes of Meeting, Thursday 29 October 2026 at 5.30pm

Greystones Medical Centre

Meeting Chairs: Andrew Sale and Elaine Davies

Attendees: Gurnam Basran, Roz Butterfield, Paul Carrington, Christine Deal, Margaret Hooker, Ruth Mersereau, Joy Smith, Hilary Scowcroft, Rebecca Lambe, Charlotte Ollerenshaw.

1. Apologies: None received

2. Welcome and Introductions:

The meeting was opened by the co-chairs, who welcomed all attendees, with a particular welcome extended to new members Christine and Ruth.

A special introduction was made by the new GP Partner Dr Smart, who is currently undertaking a phased introduction to the practice and hopes to formally become a partner on 1 December 2026. Dr Smart outlined current working arrangements and confirmed ongoing support from existing GPs and salaried staff.

3. Minutes of the Previous Meeting

It was noted that minutes are circulated to members for review prior to publication. Subject to any amendments, approved minutes are subsequently published on the practice webpage. It was confirmed that the 30.7.26 minutes are on the webpage.

4. Matters Arising from the Previous Meeting

Patient Survey

An update was provided on the patient survey:

A summary version of the survey was published on the GPPG webpage in August.

- A survey newsletter was subsequently produced and was also distributed during flu vaccination clinics.
- Patient comments from the vaccination clinics were retained for internal discussion.
- The survey document on the website requires reformatting to improve readability.
- The possibility of sending a text message to patients linking to survey results remains under consideration.

Discussion: Survey Demographics

Members discussed concerns regarding the age range of respondents.
Key points included:

- Survey responses continue to be disproportionately received from older patients.
- The majority of practice patients are under 65 years old, yet responses from younger adults were limited.
- Engaging younger patients remains a significant challenge.
- Suggestions included:
  - Working with local schools and parent groups.
  - Increasing visibility in community locations.
  - Utilising social media more effectively.
  - Producing targeted communications for younger patients

Members agreed that increasing engagement from younger patients remains a priority.

5. Membership Update

The PPG membership reduced during the year from approximately 12 members to 8. Following engagement activity with the flu clinics, up to three new members are thought have been recruited.

Members noted the continuing challenge of establishing a virtual/email e-group and increasing overall membership.

6. Flu Clinic

PPG members attended flu vaccination clinics across ten sessions, contributing approximately 39 volunteer hours.

Positive outcomes included:

- Increased awareness of the PPG.
- Opportunities for face-to-face conversations with patients.
- Recruitment of new members.
- Promotion of PPG leaflets and suggestion forms.

Patient comments and suggestions included:

- Reception desk accessibility for wheelchair users.
- Provision of bicycle parking facilities.
- Support for deaf and blind patients accessing services.
- Concerns regarding privacy at reception.
- Limited accessibility of QR-code-only communications for some patients.

Members agreed that attendance at future flu clinics was beneficial and should continue where possible. And that all Patient comments would be discussed.

7. Annual Review of PPG Activities (2025-26)

Co-Chair, Elaine, presented a review of the groups work over the previous year.

Key Objectives Achieved:

- Development of Patient Information Resources
  - Production of information leaflets explaining local services and patient pathways. And updating and development of the GPPG webpage
- Patient Survey
  - Completion and publication of the annual patient survey and summary.
- Development of the PPG
  - Continuing efforts to broaden membership and engagement across different patient demographics.

Support to the Practice:

The PPG also:

- Conducted a patient walkthrough of the surgery.
- Produced findings and recommendations for improvement.
- Contributed patient perspectives during the CQC inspection process.
- Continued collaborative working with practice staff.

Challenges Identified

- Engaging younger and more diverse patient groups.
- Maintaining momentum between quarterly meetings.
- Translating patient feedback into practical improvements.
- Communicating outcomes back to patients effectively.

Members supported exploring improved feedback mechanisms, including publishing explanations where patient suggestions cannot be implemented.

8. Future Priorities (2026-27)

Initial discussion took place regarding priorities for the coming year.

Emerging themes included:

- Increasing engagement with younger patients.
- Growing PPG membership.
- Improving communication and feedback to patients.
- Addressing accessibility concerns.
- Exploring opportunities to promote active travel, including bicycle parking facilities.

A suggestion was made by Andrew, Co-chair, to establish a small working group to help develop priorities ahead of the January 28th meeting.

9. Frequency of Meetings:

The Co-Chairs reported that three-monthly meetings were creating challenges in maintaining momentum and placing increased workload on a small number of volunteers.

Discussion points:

- Quarterly meetings often feel rushed.
- Significant work occurs between meetings.
- Greater member involvement is needed.
- Working groups have previously been effective.

Various options were considered, including:

- Returning to bi-monthly meetings.
- Maintaining quarterly meetings but extending meeting length.
- Establishing interim working groups.

Outcome: Members generally supported reviewing meeting arrangements further, with a decision to revisit the matter at the January 28th meeting.

10. Appointment of Officers

Co-Chairs: Elaine and Andrew indicated their willingness to continue in their roles; both were reappointed as Co-Chairs.

Secretary: Current arrangements will continue, with Claudia AI producing draft minutes for the Co-chairs to finalise.

Publications Co-ordinator: Joy agreed to continue in this role

E-Group Coordinator: The role remains vacant. Development of an email engagement group remains an aspiration and priority for the coming year.

11. Partnership Working/ Collaboration

An update was provided on collaborative work across the Porter Valley Primary Care Network (PCN).

Current Activity

- Regular meetings continue between active PPGs across the network.
- Collaboration is primarily between: Greystones, Falkland House, Hollies, Rustlings Road.

Members also attended a recent PCN-wide patient participation event attended by approximately 57-58 people. Common themes identified across practices included:

- Difficulty engaging younger patients.
- Shared service issues.
- Opportunities to develop a collective patient voice representing approximately 45,000 patients across the network.

Continued collaboration was strongly supported.

12. Practice Matters

Staffing Changes

Recent changes in addition to Dr Smart becoming a GP Partner included:

- Retirement and relocation of a number of staff members.
- Departure of the Assistant Practice Manager at the end of November.
- Recruitment of a GP Assistant.
- Promotion of a former apprentice into the new Reception Lead role.

Members acknowledged the considerable level of change being managed within the practice.

13. Additional Items Raised:

Bicycle Parking

Members discussed the possibility of installing bicycle stands to encourage active travel and improve accessibility for both patients and staff. Roz agreed to look into this, including contacting the local authority.

Missed Appointments (DNAs)

Discussion took place regarding missed appointments.
Key points:

- Current DNA rate is approximately 3%.
- The figure is lower than national estimates.
- Missed appointments still represent a loss of clinical capacity.
- Opportunities may exist for awareness campaigns highlighting the impact of DNAs and encouraging cancellations when appointments are no longer required. This topic may become a future project for the PPG and wider PCN.

14. Suggestions From Group Members Including E- group Members

Members expressed interest in arranging an informal social gathering before Christmas to strengthen relationships within the group. Roz agreed to look into this.

15. Any Other Business: Nothing raised**.**

16. Date of Next meeting: Thursday 28 January 2027@ 5:30 pm at GMC`