

## **PPG meeting**

### **Monday 18th of August 2025**

Present: Kris Chodyniecki (Practice manager - KC) John Nutbourne (JN) Justin Banbury (JB) Vincent Wilmott (VW) Bob Eastoe (BE) Andrew Gilravey (AG) Gill Brown (GB) Michael Gibbons (Acting chair MG) Maggie Cook (MC) Dr Hywel Furn Davies (GP partner - HFD)

Minutes: KC (as one off).

#### **AGENDA**

1. Agreement of Chair, and period of office.
2. Agreement of Secretary and period of office.
3. Agreement of working Terms of Reference.
4. Confidentiality Agreements to be signed.
5. Discussion on role of the Friends of Mann Cottage.
6. Discussion and agreement of initial priorities for PPG.
7. Agreement on communications and use of individual email addresses.
8. Any other Business
9. Date of next meeting

Introductions, as two new members tonight.

#### **1. Agreement of Chair, and period of office.**

MG only candidate for Chair. MG gave an overview of his experience in similar roles for those that have not met him at the previous meeting. BE seconded his nomination.

All those present showed their support for MG election as chair by a show of hands.

**AGREED** – MG will be chair for 1 year.

At annual AGM the position will become vacant for others to put themselves forward or for re-election of current chair.

#### **2. Agreement of Secretary and period of office.**

MC only candidate for secretary.

All those present showed their support for MC election as Secretary by a show of hands.

**AGREED** – MC will be secretary for 1 year and same process for re-election followed as for Chair.

#### **3. Agreement of working Terms of Reference (TOR).**

Terms of reference were examined and 1 to 1.4 agreed.

2.2 discussed as BE had felt not necessary as saying the same as 1.4. JB and others voiced that they read this differently. MG suggested that 2.2 remain. No opposition to this in the room.

2.8 Virtual PPG discussed as MG was unsure how this would work to have remote joiners for meetings. KC explained that a virtual PPG does not mean that people need to join via video

link, but they may be on an e-mail list and contacted only on occasions when the core PPG would like to have a wider consensus of a subject.

Feeling from the room that the TOR may change over time as the PPG grows.

No other issues from members in the room.

**AGREED** – Terms of reference (TOR).

**ACTION:** KC to tidy up the Terms of reference and send out for all PPG members to return a copy, signed, at the next meeting.

#### **4. Confidentiality Agreements to be signed.**

Confidentiality agreement examined by all in the room.

MG question about

- Any information about practice that may be shared by the practice management team (GP partners or Practice Manager) is confidential and must not be shared outside of the practice unless it has been agreed explicitly it is appropriate to do so by the practice management team.

KC confirmed that this refers to sensitive information, that may not be common knowledge at the time of the PPG members learning it. Understood.

AG initiated discussion about

- If a PPG member is approached by a fellow patient and given feedback or enters discussion regarding sensitive information about a patients' health or experience of the practices' services, the PPG member **MUST** gain explicit consent from the patient, to identify them to the practice when passing on the feedback.

What constitutes explicit consent, how can it be proved that consent has been given by patient? Agreement that in ALL circumstances any scenarios should be brought to meeting anonymised to ensure data protection of individuals.

**AGREED** - Following discussion all members present happy with confidentiality policy and will each sign a copy before leaving the meeting today.

#### **5. Discussion on role of the Friends of Mann Cottage.**

Email from Chair of Friends of Mann Cottage (FOMC)

*This charitable organisation was founded approximately 25 years ago with its primary aim being to raise funds to be used in granting monies for the provision of equipment and facilities specifically for the benefit of Mann Cottage patients.*

*In practice, we receive requests from Mann Cottage Surgery management team for reimbursement of beneficial equipment or facilities the surgery wishes to purchase which are either not available through standard NHS funding, or where additional supplies of equipment are now required.*

*For example, last year following the creation of additional counselling rooms, further medical equipment was required, for which the Friends gladly assisted.*

*Very recently, we have agreed to support the costs for the purchase of equipped 'Doctors' bags', partly for use by medical student placements which the surgery now has on a regular basis, but also by Doctors who are required to undertake home visits.*

*Our role is therefore to support the Surgery through financial support and raise funds to support current and future needs as identified and requested by the Surgery team. We also have a duty to ensure that the monies that have been raised or donated in the past are used wisely. The Trustees are answerable to the Charities Commission for their decisions.*

*The Friends of Mann Cottage Surgery welcome the formation of a new Patients Participation Group.*

*The role of a PPG in representing patients' needs, communication, improving service, providing practical support and strategic input if required is, like ourselves, an essential 'cog' for the Surgery and its patients, which can only help to make our already excellent surgery even better.*

*Ian Gowanloch  
Chairman,  
Friends of Mann Cottage Surgery  
August 2025*

Those in the room agreed that this statement illustrates the differences between the FOMC and the PPG clearly. Duplication will be avoided.

#### **6. Discussion and agreement of initial priorities for PPG.**

Dr HFD was asked for the biggest challenges facing Mann cottage surgery at present.

In summary the biggest challenges are

- Access to appointments for patients
- Communication between the practice and its patients

As an ever-growing practice, with an increase of over 1000 patients in the past 5 years the practice has seen a vast increase in demand on its services without investment into the infrastructure to increase the capacity it can offer.

Dr HFD explained that Mann Cottage took part in a general practice improvement programme earlier this year to help with change management and to help develop its processes to support the rapid growth they have experienced.

The facilitator (provided and funded by NHS England) that was involved earlier in the year will be returning for 6 additional sessions from September to look at the practice appointment system and review communication methods between the practice and its patients.

KC advises that the PPG members will be invited to a meeting with Monica, the facilitator, at one or more of the 6 sessions.

**ACTION:** KC will provide an overview of the work previously done during the General practice improvement programme and an overview of the additional sessions, so the PPG can better understand the achievements to date and the aims for the future.

All those in the room agreed that this feels a good subject matter for an initial PPG project.

#### 7. Agreement on communications and use of individual email addresses.

- **Should the PPG have an email address for patients to contact them?**

Discussion had and decided that it may be better for patients to be given the link to a website form for contact to be directed via the practice and then handed on to the PPG anonymised. This may change over time, but for now this seems most sensible.

- **Are PPG members happy for each other to have their email addresses?**

This can only be answered by those in the room.

**AGREED** – Those in attendance at the meeting today are all happy to share their email addresses with one another.

- **KC asked the group**, if she has not had response from prospective PPG members following several emails regarding meetings etc. Is it reasonable to give a 'last chance' email and following that if no response, to remove these patients from the centralised core PPG email group.

**AGREED** – By those in the room to email prospective PPG members meeting these criteria to see if they are still interested in being part of the core PPG.

**ACTION:** KC to email.

- Further discussion needed about how to share things like documents or information between the practice and PPG. Sharepoint? KC will do further research.

#### 8. Any other business.

- Suggestion made that the AGM where all patients will be invited should be in September 2026 and annually thereafter
- KC suggests that an article is placed in the next newsletter introducing the new PPG with a photo. All present agreed that this is a good idea.
- MC suggests that a WhatsApp group would be good for <sup>0</sup>shift, quick messages. All agree this would be useful. *MC*
- **It was agreed that the PPG cannot be a complaint handling body.**  
**ACTION:** KC will send out email with everyone not blind copied, following this, individuals can email MC directly with their mobile number for the Whatsapp group.

#### 9. Date of next meeting.

**Monday 13th of October 18.30 – Board room at Four Shires.**

*MC*