

MINUTES - PPG MEETING

Monday 15 December 2025 at 6.30pm at The White Hart Royal Hotel, Moreton in Marsh

Present: Michael Gibbons (Chair)(MG), Maggie Cook (Secretary) (MC), Gill Brown, (GB), Pamela McLoughlin, (PM), Vince Willmott (VW), Andrew Gilravey, (AG), Justin Banbury (JB), John Nutbourne (JN)

Apologies: Bob Eastoe (BE)
(Dr Furn Davies (DFD) and Kris Chodynieski (KC) unable to attend

Minutes: Maggie Cook

AGENDA

- 1 Apologies for absence
- 2 Approval of Minutes of Meeting held Monday 13 October 2025
- 3 Business arising from Minutes
- 4 Report on official Launch of Mann Cottage PPG (MG)
- 5 Discussion on procedures for handling/responding to incoming mail, messages and interaction with patients following Launch [(over the Christmas period until meeting on 28 January 2026)
- 6 Informal discussion of presentation by Monica on 16 October 2025 (notes circulated to members)
- 7 Discussion regarding the PPG on line presentation held on Monday 10 November 2025 1.30pm – 3.30pm attended by MG and MC
- 8 Taking Stock? Priorities for the PPG in 2026
- 9 Any other business
- 10 Date and time of next meeting – Monday 26 January 2026

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- 1 **Apologies for absence** were received from Bob Eastoe
 - 2 **The Minutes of the last meeting** held on Monday 13 October 2025 were approved and signed by the Chairman (MG) as a true record of proceedings
 - 3 **Business Arising** from Minutes - on the following Items
 - 4 **Change of Venue for PPG Meeting:**
MG advised members of the reason for change of venue and apologised for the late cancellation of the last scheduled meeting. MG explained that the meeting room at the White Hart Royal had been offered to us at short notice. The possibility of meeting there again on some future occasion if necessary was discussed and **Agreed**

- 5 **Launch Of the PPG.** MG reported that we now have a Noticeboard in the Practice (Drs' corridor) which displays our information and provides contact details. The PPG understood that our formation and services would be noted and displayed in the Christmas Newsletter, on screens in the Waiting Room and by way of email to all patients who had provided their email address. It is appreciated that the Christmas Newsletter and other forms of promotion may not yet be completed but hoped all these details would be finalised within the next few days. It was noted that the group photograph scheduled to be taken at the cancelled meeting had not been taken since, nor had small group photographs as suggested by the Practice Manager as there had been no opportunity. Two members have provided MC with personal photographs for use but clarification is needed on required photographs and biographical details. **MC to discuss with KC**

Discussion followed on the first direct proactive step from the Group to patients and a Survey was considered the most appropriate. This project had been raised and endorsed by Monica at her Presentation and was unanimously **Agreed**. This matter was deferred to item 8 on this Agenda for further discussion.

- 6 MG advised that the PPG email is presently being monitored by MG and MC and to date had not received any incoming mail. MG suggested this arrangement stay in place until the next meeting on 26 January 2026 when it can be reviewed. **Agreed**
- 7 Informal discussion about the very interesting and informative Presentation given by Monica to which the PPG was invited. Notes had been circulated to members by MC following the Presentation. It was again noted that Monica had suggested a Survey to patients by the PPG as a helpful way of introduction. **Noted**
- 8 Gloucestershire PPG Network. MG gave an account of the on-line Presentation which he and MC had attended and suggested PPG members might consider attending in the future. The next will be held on Thursday 15 January 2026 from 1.30 – 3.30pm and MC will provide a link when this is available. Whilst the group covered the entire Gloucestershire PPG Network and there was much discussion about individual practices, the information provided on the Integrated Care Board and the NHS Property Division was especially interesting. Mann Cottage PPG will officially join this Network when advised of the steps to be taken. **MC to discuss with KC.** Becky Parish (Associate Director – Engagement and Experience) gave an informative and helpful Presentation and indicated her willingness to visit and work with any PPGs to assist, advise and share experiences. It was **Agreed** that we should invite Becky to one of our meetings as soon as practicable. **MG and MC to follow up in the New Year.**
- 9 **Taking Stock!** MG summarised the path from responding to an invitation to be involved with a new Practice PPG to where we are today. It had been hoped that we would have been established and making progress with some helpful results and plans by the close of 2025 but it is appreciated that becoming part of a complex and exceptionally busy existing structure requires careful and strategic planning. MG acknowledged the time, support and assistance we have

received from Dr Furn Davies and Kris. He emphasised the need to start 2026 with positive action to deliver constructive and helpful support to the Practice. **Agreed.** The Group felt that the following issues should be addressed immediately and followed through without delay so we are ready to start 2026 by doing what is expected of us.

- a. **The preparation of a Survey** (deferred from Item 5 above) to go out to patients as soon as possible via email, in person, in Reception or any other method suggested by the Practice, possibly with the Winter Newsletter? Details of the content and method of the survey to be decided with the approval of the Practice after advice has been received regarding design of survey to produce accurate results eg age specific issues and precise wording to ensure relevant responses.
- b. **Learning about role of Reception Staff.** Arrangements to be made for PPG members to visit the Reception Office to learn and understand the important role of the Receptionists and the procedures they follow. **This is seen by the PPG as high priority.**
- c. **Request Dr Furn Davis** to provide us with **5 High Priority** issues he would like us to address straight away.

The following are groups/issues Dr Furn Davies originally suggested on 13 October 2025 all of which could now benefit from further consideration:

Neighbourhood Working Group
The Importance of Carers
Highlighting specific projects
Collate a list of local care agencies and individuals (in progress)
Social Subscribers
The Frailty Team (working from the Practice building)
Buddying with other PPGs eg Stow
Meeting of Chairs of several PPGs to see how they can help each other
Mann Cottage PPG to join Gloucestershire PPG Network (noted and to be discussed MC and KC regarding method of doing so)
A possible 'function' in the town to introduce ourselves. (Note: PPG members feel this could be arranged when the new PPG is known in the community and has the backing of organisations that could support and help its work. Possibly next summer?)

- d. **Contact with PPGs in the Gloucestershire Network.**
Request information on specific projects other local PPGs have found most useful in delivering benefits to patients and their surgery and areas where their work, and PPG input, has been most effective. **MC to contact neighbouring PPG organisations and/or Gloucestershire PPG Network**

- 9 Any other Business **None**
- 10 Next Meeting: Monday 26 January 2026 at 6.30pm
Venue to be confirmed



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CHAIRMAN



