

## MINUTES - PPG MEETING

Monday 13 October 2025 at 6.30pm

Present: Michael Gibbons (Chair)( MG), Maggie Cook (Secretary) (MC),  
Dr Hywel Furn Davies (GP Partner) HDF, Kris Chodyniewski (Practice Manager) KC  
Gill Brown, (GB), Bob Eastoe, (BE), Pamela McLoughlin, (PM), Vince Willmott (VW)  
Andrew Gilravey, (AG)

Apologies: John Nutbourne, Justin Banbury

Minutes: Maggie Cook

### AGENDA

- 1 Apologies for absence
- 2 Approval of Minutes of Meeting held Monday 18 August 2025
- 3 Business arising from Minutes
- 4 Report on new email and 'in surgery' mail box in Reception area & discussion on any future communications
- 5 Discussion on procedures for handling/responding to incoming mail
- 6 General Information from Gloucestershire PPG Group Network (sent by KC on 29/09/25)
- 7 Information and discussion regarding Patient Surveys
- 8 Report by KC on her recent meeting with NHS (Monica)
- 9 Report by HDF on the new NHS on line appointment booking directive and other related issues
- 10 Any other Business
- 11 Date of next Meeting

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- 1 **Apologies for absence** were received from Justin Banbury and John Nutbourne
  - 2 **The Minutes of the last meeting** held on Monday 18 August 2025 were approved and signed by the Chairman (MG) as a true record of proceedings
  - 3 **Business Arising** from Minutes - to be dealt with on Items following
  - 4 **Email address** ([ppgmanncottage@gmail.com](mailto:ppgmanncottage@gmail.com)) was provided to members and confirmed working. Discussion on i) the disclaimer message, ii) who should have access iii) how messages should be dealt with iv) time limits for response v) when, how and where this email address should be promoted to patients/wider community. It was **AGREED** that, for the time being, the Chairman (MG) and Secretary (MC) should have access to incoming messages and be responsible for checking the account every two/three days and sending an appropriate acknowledgement of receipt.

- 5 It was **AGREED** that no detailed response on specific issues should be provided in the first instance. It was **AGREED** that further discussion regarding the process will take place after it has been operating for a few weeks. It was **NOTED** that at this time, the email has not been made public but will be promoted after the Practice has launched the promotional material.

**The mail box in Reception** – KC reported that she has the mail box and it will be installed in the Reception area together with forms for patients to complete.

**General Promotion of new PPG** - a) inclusion in the Practice Newsletter with further information on members of the Group (photograph to be considered), b) inclusion on the Mann Cottage web site c) MG suggested/requested an email to all registered Mann Cottage patients (KC) **AGREED** this could be possible. d) KC advised that HFD wished to discuss and review the PPG Launch following the recent meetings with NHS (Monica) to incorporate further ideas and ways in which the PPG could assist in the wider community.

- 6 **General discussion** about the information distributed by KC from the Gloucestershire PPG Network

DR FURN DAVIES JOINED THE MEETING AT 18.50

- 7 **Discussion about the National Patient Survey** documents in which Mann Cottage Practice has exceptional results. HFD explained how the results are calculated and the strategies adopted by Mann Cottage to consistently achieve high professional ratings.

- 8 **KC reported on her recent meetings with Monica.** MG asked if any notes were available on their discussions and if so requested these be made available to the PPG. It was **AGREED** that KC would provide them to MG. HFD was asked what he felt were the main issues of concern for discussion with the NHS. The following were raised: Appointment Booking Arrangements, but especially Care Navigation (directing patients from Receptionist through alternative supporting care professionals to take pressure off GP appointments.) HFD felt that the PPG could be helpful in linking the many groups of supporting professional organisations and care organisations in the community.

- 9 **HFD and KC both explained the present booking system** including the existing on line booking system for patients choosing that method. They both indicated the present status quo in the Practice would remain and continue to be efficient. It was felt current media attention was unnecessarily directed towards the impact of any compulsory online booking direction.

## 10 Any Other Business

HFD raised the following issues on which there was general discussion:

- 1) The use of the PPG email address
- 2) The response to incoming mail from patients
- 3) The need to respond promptly
- 4) Ensuring the PPG members are aware how Reception acts as the first contact point in the care process. Arrangements to be made for members of the PPG to spend some time in Reception to understand how the triage process begins. **KC to arrange.**
- 5) Neighbourhood Working – the PPGs place within the community to link the Practice with existing (and sometimes little known) help organisations.
- 6) The importance of Carers in the community and how to look after them.
- 7) Highlighting Specific Projects - Reference made to exhibitions, displays etc. possibly using a Town Hall or similar venue, and possibly linking with another Practice to showcase specific projects, planning ahead and working together.
- 8) HFD suggested the PPG collate a list of local care organisations, small groups of care services and private care givers in our area in addition to the NHS funded services It was **AGREED** MC to put this in place
- 9) Social Subscribers – their valuable work and ensuring the community are aware of this service and how they can make a difference
- 10) The Frailty Team (working from the Practice Building) and working closely with the Practice in the community.
- 11) The possibility of the Mann Cottage PPG ‘buddying’ with Stow Practice PPG
- 12) To consider a possible meeting of the Chairs of a group of PPGs to consider how they can work together
- 13) The Mann Cottage PPG should be signed up to join the Gloucestershire PPG Network. **AGREED** MC to arrange
- 14) The immediate area is expanding rapidly and every decision made today has to be taken with that in mind

11. **Date of next Meeting:** Monday 26 January 2026 at 6.30pm at Mann Cottage

### INTERIM MEETING

A short meeting of PPG members will take place immediately following a meeting with the NHS (Monica) and KC on Thursday 16 October 2025.



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**Chairman**

