

MINUTES - PPG MEETING

Monday 26 January at 6.45 pm at Mann Cottage Practice, 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), Bob Eastoe, (BE), Kris Chodynietki (KC)

Apologies: Dr Furn Davies (HFD)

Minutes: Maggie Cook

AGENDA

- 1 Apologies for absence
- 2 Approval of Minutes of Meeting held Monday 15 December 2025
- 3 Business arising from Minutes
- 4 Report on proposed Survey (drafted and with the Practice for comment and approval) Dr Furn Davies to comment
- 5 Review of Priorities for the PPG in 2026
- 6 Discussion regarding the PPG on line presentation held on Monday 15 January 2026 1.30pm – 3.30pm attended by MC
- 7 Review of Procedures regarding emails, messages and interaction with patients
- 8 Any other Business
- 9 Date and time of next meeting – Monday 13 April 2026 at 6.30pm (venue tbc)

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- 1 **Apologies for absence** – Dr Furn Davies
 - 2 **The Minutes of the last meeting** held on Monday 15 December 2025 were approved and signed by the Chairman (MG) as a true record of proceedings
 - 3 **Business Arising** from Minutes - on the following Items

Launch of the PPG.
 - a MG confirmed that the Christmas Newsletter had gone out as planned with the details of the PPG Launch and our Information Board has been placed in the Doctors' corridor. It was also confirmed that the Practice Newsletter is on the Mann Cottage website and has been sent individually to patients and staff by email.
 - b It was noted that there did not appear to be any publicity for the PPG in the large front ground floor Waiting Room. KC explained this is because it is a shared space with White House Surgery and there is limited opportunity.
 - c Suggestions were put forward regarding places to put our advertising material in the entry hall/self check in area and in the Waiting Room. **KC to investigate.**

- d KC explained she is hoping that some students will be joining and will be able to assist with enhanced IT issues generally and promotion of the PPG is one area where they will be asked to assist, hopefully enhancing PPG presence.
KC to action
- e MC reminded members that she has put out a further request for head and shoulders pictures of members together with short biographical details. **ACTION** on this would be appreciated for those who have not yet provided this information.
- f A first draft Survey document had been sent to the Practice for comment and presently with Dr Furn Davies awaiting his comments. **KC has commented.**

4 Report on proposed Survey

- a The first draft Survey had been distributed to PPG members and extensive discussion took place on i) the questions being asked ii) the wording used to ask them iii) the possible type of responses iv) how the Survey would be distributed and v) how the results would be assessed.
- b The role of Becky Parish (NHS Associate Director, Engagement and Experience, Gloucestershire) was explained and the part she could play in assisting with the formulation of our Survey. Becky advises Practices on surveys and information gathering and it was suggested we seek her help. **Agreed**
- c For ease of reference, paperwork regarding the Survey - a copy of the Draft Survey, KC's comments on some of the questions and a summary of where we are now is attached to these Minutes.

5 Review of Priorities in 2026

- a Priority is the Survey. MG expressed his confidence that the results of the survey will provide the basis on which our future activities can be based to best serve the Practice's patients.

b Listening In.

MG reminded KC that arrangements are still to be made for members to attend a session in Reception for the purpose of understanding the importance of the Receptionist role in the Practice. KC explained that this had not been possible over the Christmas period for staffing levels and seasonal operational reasons but she believed the Reception team were working well now and arrangements would be made as soon as possible. **KC to liaise with Di (Reception Manager) and advise.**

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- a Gloucestershire Network PPG 15 January 2026 on line Meeting. Attended by MC. Notes from the Network have been circulated to members along with a report

prepared by MC. There was discussion about the subjects covered and several members indicated their intention to try and participate in future on line meetings.

- b MG advised he had received an email from the Gloucestershire Network asking PPGs to promote awareness of 3 initiatives. While willing in principle, he pointed out that the PPG can only currently communicate with patients via the Practice, which risks a clash of messages on the same NHS initiatives.

Next meeting of the Gloucestershire Network will be on line on Monday 16 March 2026 between 1.30pm and 3.30pm. Login details to join will be made available nearer the time.

- 7 **PPG Email:** MG advised that the PPG email is presently being monitored by MG and MC and to date had not received any incoming mail. The system is tested every few days by sending an email to its address and is working satisfactorily. MG suggested this arrangement stay in place until the next meeting on Monday 13 April 2026 when it can be reviewed. **Agreed**

- 8 **Any other Business**

- 9 **Date of next Meeting:** Monday 13 April 2026 (venue tbc)