

MINUTES

Mann Cottage Surgery PPG Meeting

Monday 13 April 2026 at 6.30pm

Board Room, 1st Floor, Mann Cottage Surgery

Attendees: Michael Gibbons (Chair), MG Maggie Cook (Secretary) MC

Dr H Furn Davies, Dr C Bobrow, Kris Chodynieski (Practice Manager) KC

Bob Eastoe, BE, Gill Brown, GB, Pamela McLouglin, PM, Vince Willmott VM

Apologies for absence: John Nutbourne, Justin Banbury

AGENDA:

- ~ Approval of Minutes of Meeting of 26 January 2026
- ~ Business Arising
- ~ Resignation of Member of PPG
- ~ Update and Report on Survey
- ~ Evolving role of the PPG
- ~ Preparation for PPG AGM due in September
- ~ Gloucestershire PPG Network issues
- ~ Ongoing procedure for handling any incoming messages for the PPG especially through ppgmancottage@gmail.com
- ~ Any other business
- ~ Date and time of next meeting – to be agreed

MINUTES:

- 1 **Minutes** of Meeting held on Monday 26 January 2026 were approved and signed by Chairman
2. In order to facilitate time constraints on Dr Furn Davies, Dr Bobrow and KC, the order of Business was adjusted to enable discussion on the Survey prior to their departure.
3. **Business** arising from Minutes – continuation of Survey
- 4 **Resignation** of member of PPG

MG reported he had accepted the resignation of Andrew Gilravey, (AG.) All members registered their regret at Andrew's decision. KC confirmed that she

had been in touch with AG to thank him for his time and interest in the Practice and the PPG and suggested there may be a future opportunity for his involvement in specific topics.

5. **Update and report on Survey** including outline of discussions with Kris, Becki and Sophie regarding their assistance and report on pilot:

The pilot Survey was completed and prepared by Sophie according to the wording and layout by the PPG and printed by Becki (Deputy (Practice Manager) at the Practice for distribution (as a pilot) in the Waiting Room by members of the PPG.

MG registered his appreciation for the help and support provided by Sophie at the NHS, Kris, Becki, Reception and all staff at Mann Cottage Practice. MG especially thanked Dr Furn Davies and Dr Bobrow for allowing the Survey to be promoted and conducted in the Waiting Room.

MG outlined his experience with approaching patients in the Waiting Room which he felt was positive. He obtained 13 completed surveys. PM had also distributed Surveys with similar success. Two other PPG members volunteered their services in the coming days. All members encouraged to participate.

GB suggested members could circulate some surveys within their own 'circle' of known Mann Cottage patients. This would work by placing in sealed envelopes. It was considered a good idea but decided to await reaction from the Waiting Room distribution.

It was agreed that 50 completed Pilot Surveys should be collected and sent to Sophie (method and timing tbc when collated) **MC to liaise with members**

It was confirmed by KC that responses on the Survey to ALL questions (including 'free text' questions) would be included in the analysis provided by the NHS (Sophie)

It was agreed to proceed with the Waiting Room distribution for a further week then send it via patients' email after that (advising that if already completed, please disregard). KC offered to look back over past surveys to see how long they ran and what is the optimum length of time. **KC to check**

It was agreed that a covering note should be drafted and sent out with the digital Survey and also a 'follow up' reminder sent out about one week – 10 days after that. **MG to draft**

It was agreed that it should proceed as follows: April in Waiting Room, May by digital distribution, June and July assessing information and considering outcomes and future steps, projects and activities based on answers.

6. **Evolving role of PPG.**

Discussion took place. It was acknowledged that the role of the PPG is mainly one of being a mediator (the Survey information being essential), but its role in being active in 'lifting some of the burden' from the GPs at the Practice is also important.

7. **Preparation for PPG Annual General Meeting due in September.**

Dr Furn Davies agreed that the Ground Floor Waiting Room could be made available for the AGM (subject to it being convenient for the White House Surgery).

The AGM should take place in September. The dates of 11th or 18th were suggested. **KC to confirm which is suitable for the Practice.**

The AGM will provide an opportunity to present the results of the Survey and outline the PPG's activities. There will be a compulsory vote for the election/re-election of the PPG Chairman and the Secretary. Nominations for those positions will be called for (date to be advised). Anyone interested in joining the PPG would be welcome to make themselves known.

It was suggested that a Question and Answer should follow the official proceedings with members of the public being able to ask questions to the Doctors present. After discussion, it was agreed this was **NOT** appropriate and the AGM should be limited to the proceedings of the PPG and possibly some tea/coffee/light refreshments, (but that to be discussed further.)

8. **Gloucestershire PPG network issues**

MG reported that he had joined the recent Gloucestershire Network PPG on line meeting. He commented that whilst it was an interesting meeting, much of the content was specific to other PPG areas. Next meeting of the PPG Network will take place 18 May "in person" at The Pavilion, Hatherley Lane, Cheltenham, Gloucestershire, GL51 6PN. On line participation is still available on request.

MG advised that he and MC would be meeting Jeff Price, the Chairman of the Chipping Camden PPG on Friday 1st May at Batsford to introduce ourselves and see how we might cooperate in the future. **MG and MC**

9. **Procedure for emails & messages to ppgmancottage@gmail.com**

It was reported that the email is currently being monitored every few days by MC and/or MG. So far, no messages in.

It was agreed to continue with that arrangement until the next PPG meeting

10. **Any other business**

- a It was noted that members had not yet had the opportunity to witness/hear the Reception routine. MG assured the Practice that he understood the difficulties and sensitivities associated with this and suggested he and/or other PPG members may be allowed to chat to the Receptionists about their role. This was considered a good idea and **KC offered to arrange as soon as convenient**
 - b MG asked KC about the possibility of further PPG advertising material in the main Waiting Room (including the screen?) and any other prominent position. **KC to see what can be done**
11. **Date and time of next meeting** – Monday 29 June 2026 at 6.30pm (venue to be confirmed)