

Minutes of the meeting of the Green Meadows (GM) Patient Participation Group (PPG) June 12 2025

1. Welcome and Introductions

Two new members were welcomed to the group:.

2. Approval of previous minutes

The minutes from the previous meeting held on 29 April 2025 were reviewed and agreed.

3. Appointment of Chair and Secretary

Only one nomination was received for the role of Chair. CW was therefore duly nominated and confirmed in the role.

With no formal nominations for Secretary, WV and JR agreed to jointly take on the responsibilities.

Thanks were given wholeheartedly to DF for serving as Interim Chair. DF will step down from this position with immediate effect. Appreciation was extended to all members stepping into new roles.

4. Summer Newsletter Planning

Following discussion, the group agreed to produce an A4 newsletter, to be:

- Printed by the surgery for circulation within the surgery
- Shared by PPG members via social media and community hubs

CONTENT STRATEGY

The newsletter will be informative but not overly lengthy, signposting wherever possible to additional detail hosted on the Green Meadows (GM) website.

- Content will consider audiences who may not have easy digital access.
- It will exclude medical advice to avoid approval and sign-off delays.
- Articles will instead promote:
 - NHS news
 - PPG updates
 - Surgery developments
 - The style will be visual, engaging and concise, with a maximum of five main topics.

PROPOSED CONTENT FOR THE SUMMER ISSUE

Features

Surgery News/Practice Highlights:

- Introduction of new GM team members (to be taken from minutes)
 - E-Consult facts and figures
 - Launch of the new website, with links to videos and photos
- Action: Dr Bhamra to share relevant data

PPG Update:

- Announcement of new Chair and Secretaries
- Invitation to join the PPG
- Promotion of the upcoming Meet & Greet

News in Brief:

NHS Focus:

- Blood donation promotion
 - Summer holiday hazards (from NHS content)
 - Diabetes awareness
 - Update from Frimley Health Trust (FHT)
- Action: PA to provide information on new technology
- Action: TR to provide contact details for FHT content

IT Awareness:

- Simple suggestions to build digital confidence (e.g., "IT driving test")
- AS and TR to assist; TR to act as support contact for patients needing help with e-Consult or the GM website

Compliments and Comments:

- How to contact the surgery
- How to raise issues or offer praise

Diary Dates:

- Next PPG meeting
- Meet & Greet event (date to be confirmed)

Action: CW and WV to develop the newsletter content.

CW confirmed that the newsletter will be delivered by the end of July (or sooner 😊).

5. Any Other Business

Theme for Next Meeting: Patient Feedback

Members will gather feedback from their networks in advance of the meeting.

- Feedback will be collated into themes to share with the surgery.
- This will be a PPG-only meeting (no staff from the surgery will attend).

Meet & Greet Event Proposal

DF proposed a PPG-hosted Meet & Greet, to include:

- Patients and friends of the surgery (e.g., local pharmacists, care home managers, practitioners)
 - Informal introductions to the PPG and surgery staff
 - A "Tech Clinic" to demonstrate e-Consult and access to the GM website
- Support: Led by TR and AS

Dr Dass suggested combining this with a similar surgery-run event.

The suggestion was well received.

VG and Dr Dass will explore feasibility and propose a September date.

Action: Include confirmed Meet & Greet date in the upcoming newsletter.

Use of Microsoft Teams

AS shared the benefits of using Microsoft Teams to:

- Organise meeting content
- Assist with drafting and finalising meeting minutes

Compliments and Comments – **Providing Positive Feedback**

- PA asked how patients can submit praise for the surgery.
- VG and Dr Dass confirmed three main feedback routes:
 - Automated post-intervention surveys (sent after each appointment)
 - NHS website reviews
 - Google reviews

The surgery regularly reviews feedback from all three sources.

Action: Add a "Compliments and Comments" section in the newsletter to remind patients how to provide feedback.

6. DATE OF NEXT MEETING

Date of next meeting Wednesday 20 August at 18:45

Useful links:

[Green Meadows Surgery](#)

[Patient information](#)

[Green Meadows PPG documents](#)

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