Minutes of the Nineth meeting of the Redlands Patient Participation Group (Redlands PPG) held on Thursday 17th July, 2025 at 5:30 p.m. at the Redlands Surgery. DRAFT 2

Minute	Discussion	Action
Present:	Barbara Clift (Acting Chair), Marilyn Daw, Secretary,	
	Graeme Barnell, Maggie Dunlop, Mike Elliott, Dr Jo Harris,	
	Carol Hewings, Debbie Keast, Zoe Rhydderch-Evans & Becky	
	Stannard,	
Apologies:	Lin Denner, John Downes, Margaret Elliott, Heather Gledhill,	
	Michael Elliott.	
Minutes	Of the meeting held 6 th June 2025. It was noted that it was not	
	Carol Hewings who left early but Maggie Dunlop and was	
01	signed as a true record.	
Chair's	BC advised that the zoom meeting of 26 th June was well	
Update:	attended. She thanked all those who attended (10 members, 3	
10/05	apologies). The following was agreed but subject to formal	Ammanad
10/25	approval at this meeting:	Approved
	A formal committee be set up until an AGM held. Commissing of these on the call (Borbara Cliffs Marilum).	
	Comprising of those on the call (Barbara Clift; Marilyn	
	Daw; Graeme Barnell; Lin Denner; John Downes; Maggie Dunlop; Michael & Margaret Elliott; Debbie	
	Keast & Becky Stannard) plus Sue Browne & Carol	
	Hewings. (12). Simon Goodenough declined but	Approved
	wished to continue his membership,	Approved
	Two Face to Face Meetings be held in the Meeting Room	
	per year and two via video with Jo having an option to	
	attend the Video Meetings plus an AGM to elect	Approved
	members.	
	Visitors and new members may attend these meetings	
	and a proforma will be available (via website & hard	
	copy) to be handed to the Chair at the beginning of the	Approved
	meeting setting out their interest.	
	PPG Starters Pack be simplified to include:	
	1 Rules of Engagement	
	2 Objectives	
	3 Agenda format and a membership and question	All
	proforma	
	Website link to PPG: Rachel appreciated suggestions	Approved
	to date. Any other amendments to let her know.	BS GB
	BS & GB Barnell agreed to help with marketing material	DrJH
	for the PPG to appeal to all age groups. Possibly use	BC
	University or QE Project Group resources.	
	Ideally to be ready for distribution at the September 13 th	
	Redlands Open Day. Publicity Sub Committee to	Approved
	comprise of BS, GB, Dr JH & BC.	Approved
11/25	Redlands Open Day: The Secretary agreed to attend a	MeD
	Staff Working Group meeting on 12 th August at	1100
	Redlands. Later in Meeting it was agreed that the	DK
	Publicity Sub Committee meet after this.	
	Debbie Keesster L. L. L. 1911	
	Debbie Keast to take lead on getting prepared Belling material out to Churches Aluxoriae and the	Chair/MeD
	marketing material out to Churches, Nurseries and the Community.	All
	Community.	All

12/25	Coffee/Tea at the Chair's Home: to be arranged for a Friday	
	afternoon for members to get to know each other.	
	PPG Annual General Meeting: to be held in March 2026	
Matters	Assistant Manager to produce Redlands Primary Care leaflet	
Arising:	for Crediton and outlying communities. Questioned if	
13/25	Redlands League of Friends had been asked to pay for this.	MeD
	Not to date.	
	Staff Attendance at Meetings: Jo commented staff might be	
14/25	nervous at the thought of attending PPG meetings, fearing	
5	hearing more complaints. Chair advised that this was an even	
	greater reason for staff to attend PPG meetings so this myth	
	can be dispelled. The most effective PPG's are those where	
	they are embedded in the Practice. Jo agreed. Staff need to	
	know that we are here to support them.	
	Mike suggested it might be a good idea for a committee	Dr JH/PPG
	member to have a slot at staff/management meetings to	D1311/110
	reassure Staff and explain the role pf the PPG. Jo agreed.	
15/25	Practice Update: Dr JH advised that the Redlands Primary	All
	Care is catching up on the previous backlog. She advised the	
	committee she is planning to send a letter of apology to	
	patients. Jo also shared a draft document on Urgent Care	
	appointments and asked members to respond with comments	
	on it's content.	
16/25	5/25 Crediton Courier: The Secretary advised that Alan Quick	Secretary/
	would appreciate 300 words for insertion in the August	Practice
	Crediton Country Courier regarding Redlands Primary Care and	Publicity
	its Open Day to which he would add photos.	
17/25	New Members/Visitors Comments: Debbie Keast offered to	
	set up a WhatsAp Group for the Redlands PPG Committee.	DK
	This will aid speedy communications and facilitate an ad hoc	
	question forum. Members to give Debbie their Mobile	
	Numbers.	
	CH raised the point on how to involve new members if the	
	committee was closed until the AGM. It was agreed to hold	
	more general sessions in the waiting room area twice a year	
	where any member of the public can attend. Meanwhile any patient of the practice can attend a committee meeting as a	
	member visitor and raise a question via the format outlined	
	above (proforma).	
	It was felt that it is important to get feedback from patients and	DrJH
	Dr JH raised possibility in the future of PPG committee	
	proceedings being broadcast on screens.	
18/25	Rachel Smith to be advised of proposed wording on the	
10/23	Practice website regarding membership of the Redlands PPG	MeD
	and our procedures. including 2 Face to Face 90 minute	1.05

Any Other	None	
Business:		
Date of Next	Thursday 16 th October 2025 Video Call at 5:30 p.m.	
Meeting:	The meeting closed at 6:40 p.m.	

Signed: Chair	Date: