

**Minutes of the Ninth 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**

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| 12/25 | <p><u>Coffee/Tea at the Chair's Home:</u> to be arranged for a Friday afternoon for members to get to know each other.</p> <p><u>PPG Annual General Meeting:</u> to be held in March 2026</p> | |
| <p>Matters Arising: 13/25</p> <p>14/25</p> | <p>Assistant Manager to produce Redlands Primary Care leaflet for Crediton and outlying communities. Questioned if Redlands League of Friends had been asked to pay for this. Not to date.</p> <p><u>Staff Attendance at Meetings:</u> Jo commented staff might be nervous at the thought of attending PPG meetings, fearing 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.</p> <p>Mike suggested it might be a good idea for a committee member to have a slot at staff/management meetings to reassure Staff and explain the role pf the PPG. Jo agreed.</p> | <p>MeD</p> <p>Dr JH/PPG</p> |
| 15/25 | <p><u>Practice Update:</u> Dr JH advised that the Redlands Primary 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.</p> | All |
| 16/25 | <p><u>5/25 Crediton Courier:</u> The Secretary advised that Alan Quick would appreciate 300 words for insertion in the August Crediton Country Courier regarding Redlands Primary Care and its Open Day to which he would add photos.</p> | Secretary/ Practice Publicity |
| 17/25 | <p><u>New Members/Visitors Comments:</u> Debbie Keast offered to set up a WhatsApp Group for the Redlands PPG Committee. This will aid speedy communications and facilitate an ad hoc question forum. Members to give Debbie their Mobile Numbers.</p> <p>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).</p> <p>It was felt that it is important to get feedback from patients and Dr JH raised possibility in the future of PPG committee proceedings being broadcast on screens.</p> | DK |
| 18/25 | <p>Rachel Smith to be advised of proposed wording on the Practice website regarding membership of the Redlands PPG and our procedures. including 2 Face to Face 90 minute Meetings and 2 Video Calls 60 minutes.</p> | DrJH MeD |

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

Signed: **Chair** **Date:**