The New Surgery
Patient Participation Group

Meeting Minutes

Venue: The New Surgery

Date: 20th October 2026 **Time: 12.30 – 1.30 p.m.**

Attendees: Anita West (Chair) / Lynne Holmes / Denise Burnham - Practice Manager / Dr Yera Shah / Anna (Bev) Palmer

Virtual Member: Sarah Toft / Bev Pike **Apologises:** Susan Matthews

	Item	Action	
1.	**Welcome** Welcome and Meeting minutes agreed of 22nd September 2026		
2.	**Previous meeting actions to review:** • Understand Local Community support - *Action:* DB to ask GPs for input into reaching out to the Chesham Mosque plus print out PPG poster for displaying in local venues – **Completed Dr Hussain has provided contact details** – ***Action:*** AW to make contact – Ongoing • Understand Local Community support – ***Action:*** AW to contact local community board – ongoing contact • PPG Newsletter – **Completed** - following topics agreed upon: Patient Event, Practice News, Clinical roles, Surveys, Patient suggestions, Practice Events and Vaccination clinics • Pharmacy First - DB agreed that we can work with Kevin Barnes to add a page advertising Pharmacy First to the practice website. ***Action:*** AW to follow up – **Completed** – YS advised that PF is explained to patients under Prescriptions heading on practice website. DB – all pharmacies in the area work differently.	**AW** **ALL** **AW**	

3.	**Practice News** • New clinicians/non-clinicians – recruitment – none since last meeting • New clinical screening rollouts – None since last meeting		
4.	**PPG Events** • Patient Event: ***Action:*** A weekday event to be discussed. – ***Completed:*** November 17th, 2026, was agreed upon as PLT afternoon. ***Actions:*** 1. AW to contact agencies to attend – **Completed**, a number have already agreed to attend and still awaiting several others. ***2.*** Posters required for advertising – flyers are on the PPG board and front desk, Events page on website and small handouts available at front desk – ***Action:*** handouts to be provided to patients visiting on 4, LH, 5 BP & 11.11, AW ***3.*** Email to SPLW for input into practice contact. – **Completed** ***Action:*** AW to contact SPLW re. attending on the 17th. ***4.*** DB to book education room and access to waiting room – **Completed** ***Action:*** PPG will have a stand to speak to patients re. service and communication suggestions plus encourage more patients to sign up to the PPG ***Actions:*** Sign in sheet required on the day for agency vehicles to record. Desks to be provided for agencies to use. It was agreed to keep the event light-hearted	**AW** **YS** **LH/BP/AW** **AW** **ALL** **AW / DB**	
5.	**What do we want to achieve as a PPG in 2026?** **To Review:** **Identified goals and plan – Update of outstanding goals** It was established that the group would like to achieve the following during 2026: • Recruit more PPG members from registered patients: Ongoing – ***1 PPG sign Up has been completed – AW to contact.*** – **Completed** but no response – to check email address. – DB has corrected address for AW to contact again. ***Action:*** Another patient has contacted for information – AW to respond. One other patient has sign up as a virtual member.	**AW** **AW**	

	• Understand Local Community support • GP partners input into 2026 goals and newsletter • PPG Newsletter – **next publication December 2026 after patient event** • NHS APP patient training session – ongoing ***Action:*** AW to contact patient who is having difficulty on registering. • Patient events – local community agencies / providers e.g. Mobilise / men's sheds / simply walk / age UK - ***November 2026*** • Flu / covid-19 vaccination clinics– 3.10 and 17.10 – PPG members to assist on days. **Action:** requires at least 3 people in attendance. Dr. D advised that medical students will be available to help. – **Completed**	**AW** **ALL**	
8.	• **A.O.B.** **Action:** Notice Boards – replace pins with another – to investigate Velcro **A & E, Stoke Mandeville Hospital –** Lynne is now a member of the committee. Approx 20 people who attended A & E during 2025 so she will be able to bring updates to practice. **Carers Meeting –** Mobilise and SPLW – 26th November at 11.00, PPG invited to attend • **Date of next meeting to be confirmed:** 12.30 – 1.30 p.m. 10th November 2026	**AW**	