

# Patient Participation Group - Waterloo Practice

**Minutes of the PPG Annual General held on: Monday 6<sup>th</sup> October 2025**

AGENDA ITEM NUMBER	ITEM TITLE AND SUMMARY	ACTION POINTS REQUIRED AND BY WHOM
1.	<p><b>Open and Welcome – Chair – J.D.</b></p> <p>14:12 Chair opened the meeting thanking members for their attendance.</p>	
2.	<p><b>Notification of any Guest Speakers or Visitors – Secretary – S.H.</b></p> <p>There are no guest speakers nor visitors to the meeting.</p>	
3.	<p><b>Attendees, Apologies for absence and Notified AOB – Secretary – S.H.</b></p> <p><b>Members</b></p> <p>Attendees - J.D. - S.H. - C.L. - B.B. – D.B. - R.M. – C.H.</p> <p>Apologies - Y.G. - A.J.</p> <p>DNA – J.W.R. - W.B - R.J. - P.L.</p> <p><b>Virtual Members</b></p> <p>Attendees - A.H.</p> <p>4 Virtual members did not send an email or make contact</p> <p>Total No Attendees 8</p>	
4.	<p><b>Minutes of PPG Meeting held on: 4<sup>th</sup> August 2025</b></p> <p><b>Chair – J.D.</b></p> <p>All members had been issued with a final draft of the minutes by email and, having asked members if they had read through the minutes for any errors or omissions.</p> <p>Accepted by 4 members who were present, who had also attended the meeting on 4<sup>th</sup> August 2025.</p> <p>4 Abstentions from those who were not present</p> <p>Proposed R.M Seconded C.L.</p>	
5.	<p><b>Matters Arisings – Chair – J.D.</b></p> <p>All Actions Completed (2)</p>	
6.	<p><b>Election/Re-Election of: Chair; Secretary; Treasurer; Members Secretary; Communication Monitor.</b></p> <p><b>Selected</b></p> <p>Chair – J.D.</p> <p>Secretary – S.H.</p> <p>Members Secretary A.J. (Not Present) does not wish to stand for re-election. Chair thanked A.J. for the work they had done as Members Secretary.</p> <p>C.H. agreed to stand as Members Secretary. No objections from those present.</p> <p><b>Treasurer (Not present)</b></p> <p>As Y.G. had not notified the Chair that they did not wish to stand for re-</p>	Chair to speak/email A.J.

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	<p>election it was decided to confirm reappointment at the December meeting</p> <p><b>Communications Monitor (Not Present)</b> As J.W.R. had not notified the Chair that they did not wish to stand for re-election it was decided to confirm reappointment at the December meeting</p>	
7.	<p><b>Reports of the year – Chair</b></p> <p><b>1. Chair</b> See Appendix B</p> <p><b>2. Treasurer</b></p> <p>Treasurer not present (due to illness) Chair reported on behalf of the Treasurer that the bank balance remains at £873.83 no change from the last meeting.</p>	
8.	<p><b>Report of the year in the Waterloo Practice – C. Lear</b></p> <p>90% of housebound flu and Covid vaccinations completed. Ongoing work. Flu clinics at the practice will be: Saturday 4<sup>th</sup> October. Saturday 11<sup>th</sup> October. Welcome to Dr Cho Cho (6 sessions per week.) Dr Hasaan leaving practice. Dr Kelly qualified August. Through Tolson PCN. 1 full day Mondays. Dr Khider through Tolson PCN Monday morning. Change over of staff especially reception but now settling down. ARI (Acute Respiration Illness) Clinic PCN wide. Clinic will be at held at the Waterloo Practice on Monday afternoons. 2 clinicians. The practice has 2 appointments at each clinic PCN wide, but will be able to fill unused appointments when clinic is held at Waterloo. Dr Ahmeed Tolson PCN Still trying to get a repairer for the front door. Only able to get one quote so far. Extension plans submitted to ICB (Integrated Care Board) no response yet. Thank you to PPG for all the work that has been done.</p> <p><b>PATCHES</b></p> <p>Live 08:00 to 18:00 for non urgent requests. 48 hour turnaround.</p> <p><b>e-Consult</b></p> <p>Funding is available for e-consult but with strict requirements everything must be funnelled through e-consult, total triage. no phone contact or personal attendance to arrange appointments etc. The practice does not want to take this up. The Chair asked if the opportunity arose would C.L. feedback that after extensive discussion the PPG does not support this either.</p>	
9.	<p><b>Fund Raising Events – Chair and members</b></p> <p>Decided at the last meeting not to do Christmas fund raising. No other ideas proposed.</p>	

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10.	<b>Questions and Answers</b> No Questions. Active discussion on topics throughout the meeting.	
11.	<b>Notified Any Other Business – Chair</b> A.H. – Have you stopped sending text reminders. Reception send text messages to patients with a doctor or nurse appointment the day before. Not an automated system. Appointments not attended Jun/Jul/Aug 217. GP 60. Nurses 78. Blood test / blood pressure	
12.	<b>Date of next meeting – Chair – J.D.</b> Dates for the Bi-monthly meetings for the year to October 2025/26 held on the first Monday of the month except where there is a Bank Holiday.  1 December 2025 2 February 2026 13 April 2026 1 June 2026 3 August 2026 5 October 2026 Annual General Meeting	
13.	<b>Meeting closure – Chair – J.D.</b> Chair thanked everyone for their attendance and input to the meeting. Meeting closed at 15:50.	

## Appendix A

### Membership

NAME	MEMBERSHIP TYPE	SIGNATURE	MEETING DATE:
	<b>Officer/Member</b>		
Dickinson, J.	<b>Member/Chairperson</b>		
Gledhill, Y.	<b>Member/Treasurer</b>		
Halstead, S.	<b>Member/Secretary</b>		
Hanson, C.	<b>Member/Members Secretary</b>		
Rushton, W.J.	<b>Member/Communications Secretary</b>		
Lear, C.	<b>Practice Operations Manager</b>		
	<b>Members</b>		
Bashiran, B.	<b>Member</b>		
Benjamin, D.	<b>Member</b>		
Brown, W.	<b>Member</b>		
Jones, A.	<b>Member</b>		
Jones, R.	<b>Member</b>		
Lim, P.	<b>Member</b>		
Mulhall, R.	<b>Member</b>		
	<b>Virtual Members</b>		
Barry, J.	<b>Virtual Member</b>		
Cunningham, D.	<b>Virtual Member</b>		
Hunter, A.	<b>Virtual Member</b>		
Norbury, A.	<b>Virtual Member</b>		
Parsons, M.	<b>Virtual Member</b>		

## Appendix B Chair's Report

### Patient Participation Group

#### Chair Persons Report to Annual General Meeting

**held on Monday 6<sup>th</sup> October 2025**

At the AGM held on Monday 7th October 2024 the election of officers to the posts of Secretary and Chair, were held over until the December meeting in order that the four new people who had attended the A.G.M. would have time to read the job descriptions and consider putting themselves forward to election to the roles of either of the roles.

Chair – J. D. Secretary – J.D. – Treasurer: Y.G. Membership Secretary – A.J. Communication Monitor – W.J.R.

Chair began by thanking everyone who had held office for their continued support to the group.

Chair had been elected to the Office of Chair at the AGM in October 2019, following the retirement of the Chair.

The Group is affiliated to the National Association for Patient Participation and is open and free to all registered patients and staff of the Waterloo Practice. We have been considering resigning membership of NAPP following discussions regarding the cost of the subscription against what the group thought was useful about membership. It had been decided that the subscription and membership requirements be looked into further, with a view to not taking the membership any further than what was required. The renewal took place early in 2025 and cancellation was put in place for October 2025.

The format of the PPG is to work in partnership with the General Practitioners and the Practice Teams to ensure Practice is accountable and responsive to all patient needs. In other words a critical friend to the Practice.

The Group have had a varied meeting format, scheduling meetings both in the afternoons and evenings, over a number of years, to encourage and enable membership from across all registered patients who may be in employment, have adult care duties or have child care or other commitments.

There are two types of members 1. Standard i.e. physically attending meetings, and 2. virtual membership i.e. inclusion via the use of electronic mechanisms, again to encompass anyone with an interest in patient care delivery, who may have particular needs which prevent physical attendance. A notice is sent out to all registered patients prior to the meeting to provide an opportunity for patients and staff to come and hear from the membership.

The Group has to maintain quorate in order that the business of the day is carried out within correct boundaries. The quorate requirement is 4 members plus 1 Officer and 1 Practice Representative.

**Our membership total as at October 2025 is:**

17 - 12 Standard and 5 Virtual plus 1 member of the Practice Management Team  
We were 13 in total in November 2024.

Since the AGM in 2024 we have held 5 meetings:

December 2024, February, April, June and August 2025.

Business of the day and items discussed across our five meetings included:

Retaining a healthy bank balance in the care of our Treasurer.

We were very pleased to have W.J.R. take the position of Communications monitor, with the collaboration with the Admin team for which we are very thankful.

### **December 2024 meeting**

We discussed the fact that several of the virtual members, not all, do not reply to receipt of minutes or requests for info. and in order to ensure clarity and confidentiality the Secretary would try to communicate and receive indication that members do still wish to be involved. It is a difficult line between confidentiality and not intruding should ill health or family changes make membership difficult.

We had welcomed four new members to the October 2024 A.G.M. of the PPG. None of the new members wished to put themselves forward to the role of Chair. Following due process J.D. was re-elected to the role of Chair until the AGM in October 2025.

The meeting was asked for anyone to take the role of Secretary, to which S.H. kindly offered his services. He was duly elected following due process. J.D. welcomed him into the role and arranged for an electronic handover to take place.

Website – quarterly newsletter

NAPP Newsletters; G.H.C.C.G./PRGN; NHS West Yorkshire Integrated Care Board; Kirklees Mental Health Alliance. All news letters and newsfeeds are forwarded to all members by Chair using email. Hard copies could be available on request at the Practice. Meeting acknowledged the work that late member - G.B. - had made to the PPG regarding his significant musical talents which had lead him to put together music for the telephone system. We were very sad to learn of his death and sent our condolences via a member. The book area, blood pressure testing, pharmacy moving premises, car parking, mis-use of the toilets at the practice, tidying up of the waiting room walls.

Fund Raising – Raffle for December discussed and actions put in place.

**February 2025 meeting –** Membership – Enquiries to membership secretary from a potential new member to join us later in the year.

Discussed repeat prescriptions and involvement of registered G.P. rather than side stepping as had been implied/interpreted by a patient in discussion with the pharmacy (see minutes of Feb meeting – Agenda item 11.)

Pharmacy moving premises and issued regarding car parking, walking through surgery to new pharmacy when no appointment. New staff coming into place. Dr Hameed's new position in the Tolson PCN. Potential for a female G.P. Microphone installed at reception. PATCHES and E Consult discussed.

### **April 2025 meeting –**

G.P. reduction in sessions. Potential for new salaried G.P. Flu and Covid vaccinations Autumn 2025. Cancer care review

**June 2025 meeting –** Discussion around messages/information/appt news when abroad discussed. Welcomed a new member R.M. Patient information regarding Tolson Museum Shaping Care in Kirklees and Big Drumming sessions available.

Discussions regarding site of surgery ongoing. Patient numbers drop. Discussion around prescription incomplete and forwarding issue to PALS – Done but no feedback.

### **August 2025 Meeting -**

Patient Survey – Wall board used to illustrate to the meeting the outcomes which were all good. PPG passed their thanks to all Practice staff teams who make all of this positive work happen on a daily basis.

As you can read, a lot is discussed and always there are fast reactions and actions put in place by the practice teams. I am not sure why we are not enrolling new members. I have wondered if it is complacency because the standards within the Practice are good, and therefore, do patients feel the need to join a group whose aim is to ensure good patient service delivery?

I have held the Chair for six years and wish to put out to the meeting that I would willingly hand over the role, should anyone consider taking up the reins. However I do not intend to leave the group rudderless, if that is the right word, but strongly ask for someone to think about the position of Chair. There are a few members who have been holding a number of key roles for a number of years. This is not the way a group should function nor should anyone be expected to continue to “hold the reins”.

I would like to thank all our members who have maintained attendance and support throughout the year. Within the group members have had to face some personal medical challenges. I am impressed by the faithfulness to the concept of P.P.G. ensuring that anything appertaining to patient care is raised, discussed and solution focused outcomes are provided. It has felt at times that the dedication of members has been stretched too far along the way. It is an honour to work with you all.

Many thanks  
Joan Dickinson  
Chair  
October 2025