

2nd Draft of Minutes of the PPG Meeting held on: Monday 2 February 2026

AGENDA ITEM NUMBER	ITEM TITLE AND SUMMARY	ACTION POINTS REQUIRED AND BY WHOM
1.	Open and Welcome – Chair – J.D. 14:08 Chair opened the meeting thanking members for their attendance.	
2.	Notification of any Guest Speakers or Visitors – Secretary – S.H. There are no guest speakers nor visitors to the meeting.	
3.	Attendees, Apologies for absence and Notified AOB – Secretary – S.H. Members Attendees - J.D. - Y.G. - S.H. - C.H. - W.J.R. - C.L. - B.B. - R.M. Apologies - D.B. - A.J. DNA - W.B. - R.J. - P.L. Virtual Members Apologies - A.H. 4 Virtual members did not send an email or make contact Total No Attendees 8	
4.	Minutes of PPG Meeting held on: 1 December 2025 Chair – J.D. All members had been issued with a first draft of the minutes by email and, having asked members if they had read through the minutes for any errors or omissions. Item 4 Date of last meeting incorrect (2 June 2025.) Should read 6 October 2025 Proposed Y.G. Seconded C.H. Accepted by 6 members who were present, who had also attended the meeting on 6 October 2025. 2 Abstentions from those who were not present	
5.	Matters Arisings – Chair – J.D. None	
6.	Finance Report – Treasurer – Y.G. Receipts £14.86 Bank balance £888.69.	
7.	Membership Update – Membership Secretary – C.H. Nothing to report.	
8.	Communications Secretary Report – W.J.R. Nothing to report.	
9.	Website Update – Practice Representative Nothing to report.	
10.	Notice Board – Practice Team Notice board needs a bigger PPG sign.	

Patient Participation Group - Waterloo Practice

	Suggestion – To move the suggestion box nearer to the PPG notice board	
11.	GHCCG/PRGN/FFT – Chair – J.D. Nothing to report.	
12.	Practice Information/Update – Practice Operations Manager – C.L. C.H. Raised name badges for staff. C.L. Said that name badges had been given to staff at lunchtime today. Y.G. Raised that it was difficult to complete forms at the surgery because there was no hard surface to write on. C.L. Said reception staff should hand over forms to be completed after attaching them to a clipboard. Clipboards had been purchased for this purpose. C.L. Looking to recruit a reception team leader (initially internally.) Timescale 2 months. An overview role to reduce load on the Practice Manager. A daytime role not shift based. Kerry practice nurse left practice employment on 30 January 2026 (full time role) A new nurse (Maureen) starts in March. Part time. Can prescribe. Also looking for another part time Manager. Some Sunday clinics until the end of March 9 a.m. to 1 p.m. (funded by the PCN.) along with Doctors from across other areas. Clinical Director PCN Dr Hammed to cover. Reception staff also agreed to cover Sunday clinics. Only one of the clinics not fully booked. Late night Wednesdays 6.30p.m. – 8 p.m. Nothing yet heard from the ICB regarding building plans. People still walking through the practice building to go to Waterloo Pharmacy. Wound care to be undertaken from April.	
13.	Fund Raising – Chair – J.D. No fund-raising activities	
14.	Notified AOB Items/AOB – Chair – J.D. Appointment of Communications Secretary (held over from AGM.) W.J.R. agreed to continue as Communications Secretary. Proposed R.M. Seconded C.H. All present accepted. No abstentions. S.H. - From the NHS 10 year Health Plan. <i>By 2028, the NHS App is intended to become the default access point to the NHS ("full front door")</i> Availability of training for setting up and using the NHS app. New applicants need passport/photo I.D. and then log in registration. Digital exclusion of some sections of society. No one knew of any training locally. Discussion followed - reservations about use, security and training. S.H. - Mini health and wellbeing event at Tolson Museum Monday 23 March 2026 For Information.	
15.	Date of next meeting – Chair – J.D. Monday 13 April 2026	
16.	Meeting closure – Chair – J.D. Chair thanked everyone for their attendance and input to the meeting. Meeting closed at 15:38.	

Appendix A

Membership

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