

1st Draft of Minutes of the PPG Meeting held on: Monday 1 June 2026

AGENDA ITEM NUMBER	ITEM TITLE AND SUMMARY	ACTION POINTS REQUIRED AND BY WHOM
1.	Open and Welcome – Chair – J.D. 14:00 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. – D.B. - R.M. Apologies – A.J. DNA – B.B. - 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: 13 April 2026 Chair – J.D. All members had been issued with a draft of the minutes by email and, having asked members if they had read through the minutes for any errors or omissions. Proposed – W.J.R. Seconded – R.M. Accepted by 4 members who were present, who had also attended the meeting on 13 April 2026. 0 Abstentions from those who were not present	
5.	Matters Arisings – Chair – J.D. Action from AOB Mental health nurse at Waterloo Practice on Wednesday's. Also Friday's for PCN (at Waterloo Practice) Mental health information is available on the website. The practice refers patients who have an urgent need to the crisis team. If the practice is open the crisis team refers patients back to the practice. Reception puts the patient on the triage list. The patient is normally given a GP appointment. C.L. said there is little a GP can do during a 10-minute appointment; however it was felt that the practice had a duty of care to see these patients. Crisis team is employed by Social Services. R.M. suggested a group to find out what is needed. There was a long discussion about the provision of mental health services generally.	J.D. to investigate Crisis team referring patients back to the practice.
6.	Finance Report – Treasurer – Y.G. Bank balance £888.69. Still to bank £5.77 and £11.90 Balance would then be 3906.36	

7.	Membership Update – Membership Secretary – C.H. J.D. possible new PPG member. Retires August shown an interest in becoming a member of the PPG J.D. asked if there were copies of the membership application form available from reception. C.L. confirmed that they were available. W.J.R. is going to update the poster	W.J.R. to update poster
8.	Communications Secretary Report – W.J.R. W.J.R. circulated an email about the Tolson PCN Patient Network Meeting to be held on 8 May 14:00 to 15:00 on Microsoft Teams. He was unable to attend due to a medical appointment. No members present attended the meeting either.	
9.	Website Update – Practice Representative Y.G. the slides on the information screens (in reception) are changing too quickly, you are unable to read the information before the screen moves to the next slide.	C.L. see if timing can be adjusted.
10.	Notice Board – Practice Team Nothing to report	
11.	GHCCG/PRGN/FFT – Chair – J.D.	
12.	Practice Information/Update – Practice Operations Manager – C.L. C.L. Letter received from a patient about reception, no heating and state of seating. C.L. has replied to the letter. Appointments Patients are queueing to get into the surgery before it opens. C.L. There are a finite number of appointments. Appointments are released on differing timescales. If a suitable appointment is not available reception staff are able to refer to C.L. or D.W. for options. C.H. Prescription process. If it is not a regular repeat prescription it has to be referred to the GP who is dealing with the case and the prescription can take 48 hours to process. C.L. A new nurse (Rachel) has been appointed to replace a nurse who is leaving the practice. 32 hours able to prescribe. J.D. Telephone call cut off while waiting in the queue. C.L. Premises Meeting held between Landlord, Practice, and ICB. ICB currently has no funding available.	
13.	Fund Raising – Chair – J.D. No fund-raising activities	
14.	Notified AOB Items/AOB – Chair – J.D. S.H. NHS Online (The NHS is setting up an online hospital')	

	The NHS is setting up an ‘online hospital’ – NHS Online – in a significant reform to the way healthcare is delivered in England. There was discussion about the “brief discussion paper” circulated before the meeting. More information can be found here https://www.england.nhs.uk/2025/09/new-nhs-online-hospital-to-give-patients-more-control-over-their-care/	
15.	Date of next meeting – Chair – J.D. Monday 3 August 2026	
16.	Meeting closure – Chair – J.D. Chair thanked everyone for their attendance and input to the meeting. Meeting closed at 15:55.	

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		