

Minutes of PPG Meeting

Date: 23/04/2026 Time: 13:00 Location: Priory Medical Centre

Attendees

- Chairperson: Phil Marriott (PM)
- Participants:
 - Rob Massey-Ellis (RME)
 - Hayley Pollock (HP)
 - Vicki McAndrew (VM)
 - Heather Williams (HW)
 - Christine Shaw (CS)
 - Pam Leonard (PL)
 - Bev Ireland (BI)
 - Joan Morton (JM)
 - Dr Lewis (CL) (1.45 onwards)

1. Welcome

Welcome to Joan Morton, a new member of the PPG.

2. Apologies

Emma Harper (EH)

Nic Ruch (NR)

Dr Lewis (CL) (arr 1.45)

3. Minutes of meetings 09/10/25 and 26/02/26

Rob apologised for not getting the Minutes onto the website – needs to review them. Rob to look at by end April 2026.

Discussed Clarendon Lodge web page re: their PPG involvement.

Our PPG – bring things to Rob at meetings or by email. There is now a generic managers' email accessed by Rob, Vicki and Hayley.

4. Leaflet and poster / PPG awareness

New leaflet and poster re: PPG. Rob and Dr Yeats happy with it. Email to Hayley, to print out 20 posters and 50 leaflets. Poster to go on tv screens and Social Prescriber's notice boards.

5. WhatsApp (surgery)

New way of messaging patients. 1 way messaging system. Tested at meeting – Practice updates. Could share PPG messages e.g. recruitment.

Need to know where to look on WhatsApp – Updates tab.

Are also other social media channels e.g. Facebook but only about 400 followers. Warwick Noticeboard is an option – similar to Kenilworth vibes. Looking for more followers from younger patients. Hayley leads on social media – promotes national NHS messages, vaccinations, walking groups.

Need ideas to grow following on social media.

6. Suggestion box

Suggestion box not at Reception? Should be one at Brese Ave, also slips of paper and pen. Who empties it - PMC. Should pass on any suggestions we could work on with PMC e.g. Pharmacy First. Are there Pharmacy First poster up at Reception desks on all floors and at Brese Ave?

Discussion re: change of colour, font size, language of website to make more accessible to patients – NHS guidelines for colour say blue for text.

Need to publicise Pharmacy First on PMC website.

7. Communication

Can we have PPG input into PMC newsletter? From patient perspective? Newsletter is 1 page as people lose interest otherwise. Rob happy to add patient interest items to newsletter. We could advertise our PPG newsletter on PMC pages.

PPG page set up by Rob using template – can change info, header etc.

8. Surgery update

HR – Vicki: New Doctor – Dr Fath (doing Weds, Thurs and Fri); and new Paramedic Jon-Paul Canton.

Rob: GMS contracts still not arrived. These show what the government requires the surgery to do. There have been some amendments. PMC working to new contract.

Covid Spring 26 vaccinations: those 75 and over, in care homes or immuno-compromised at time of vaccination, are eligible. Some people could get turned away if not counted as immune-compromised – see “you may be eligible” in message sent out to patients – only space for 400 characters in invite so can’t put detailed info in the invite. About 1000 of 2 and a half thousand so far. Still clinics until end of May. Looking for 70% take up.

ICB (Integrated Care Board) – commissioners of services. Labour Government has got rid of quangos – Healthwatch, ICB ,etc. Lot of redundancies (117 from Cov & W ICB). Coventry and Warwickshire ICB are now clustering with Hereford and Worcester – shared finance etc. Rob now contacts someone he doesn’t know, H&W team may do things differently. More changes to come – Inspection services, new I.D. system etc. Rob will share more information when he knows more e.g. Neighbourhood Health Centres.

CQC – have been in to PMC. Got positive feedback. Had draft report – positive; verbal feedback – also positive. Can fact check report and amend if needed. Can supply additional info to CQC by 01/05/26. PMC are in the process of responding to the report. No one from CQC spoke to anyone from PPG though it says they did in the report.

9. Any other business

HW – Link to Patient leaflet on website not working.

BI – Repeat prescription email – message came from ICB re: medicine wastage. It's the responsibility of pharmacies and patients not to over order or not order items not needed at the time prescription request is sent in e.g. if got lots of creams still unopened from last prescription.

Dr Lewis – early submission of prescription repeat requests won't be prescribed but Dr will be able to post-date it. If a medication is due but not needed the Dr won't know so up to patients to be careful when ordering meds. The Pharmacy review should weed out unused prescribed medications but there is a long backlog.

10. Date & time of next meeting.

Next meeting Thurs 09 July 2026 1pm at Priory Medical Centre

Action Items

Action	Responsible	Deadline
Chase up Landlord (Dudley Taylor Developments) regarding the loose paving stone outside the surgery as this is a Health and Safety issue.	RME	Not set
Minutes of meeting 09/10/2025 & 26/02/26– produce 2 versions for review, approval and publication of summary version on website	RME	30/04/2026
Share Patient Survey slides with PPG	RME	Not set
CQC inspection report to be posted on website	RME	When available
Add Joan to PPG WhatsApp group	PM	ASAP

Minutes created by Heather W