

Rustlings Road Patient Partner Group

AGENDA – 25 November 2025

- Welcome and Introductions
 - Include all present
- Brief history of this Patient Partner Group (PPG) explain Alastair Goldman as interim Chair
- Discussion with all:
 - What is your experience of the PPG so far?
 - What would you like the PPG to do in the future?
- Description of the the formal reasons for having a PPG (NHS Guidance)
 - Clinical perspective
- Things to consider
 - Structure of PPG
 - Name of the group
 - Modes of communication
 - Minutes
 - Development of a Terms of Reference.
- Set Date of next meeting propose next agenda to include
 - Ratify terms of reference
 - Set initial list of priorities, with timescale
 - Plan first actions

MINUTES OF THE MEETING – 25 November 2025

There were 7 attendees including 4 from the wider call that was sent by email, the practice manager (Annie), the practice senior partner (Dr Mawer) and the new interim Chair (Alastair Goldman).

After the general welcome and brief introductions, it was proposed and agreed that Alastair would become the Interim Share of the group.

There was a discussion around the history purpose of the Patient Partner Group and need to revamp into an active group.

Thanks were given to Andrew Sale who co-chairs the Greystones surgery Patient Partner Group and helped Alastair develop this first meeting.

Dr Mawer talked about the importance and potential utility of the Patient Partner Group to support the work of the surgery staff and to be a force for development and/or improvement of the service provided.

It was agreed that the purpose of the group is not to be conduit for complaints but to understand how the practice runs, how the service is perceived and to help deliver improvement or widening of the service.

Examples of an activities that could be useful was discussed, such as creating some social activates (eg walks) feeding back patient perceptions to the surgery and working with other Patient Partner Groups in the Primary Care Network of 6 local surgeries to help improve the wider service.

It was agreed to meet face to face, with a **core group** attending, wherever possible (eg weather permitting), through sometimes a virtual or hybrid meetings may be preferred. We should consider different times of day – perhaps not too soon after work hours.

It was agreed to maintain the **wider group** with about 80 members on an email list. This group will be kept fully informed of meetings and activities and any may join the **core group** at any time.

- The overall group should be as representative as possible of the practice demographic.
- There was a discussion around communication and trying to grow a significant **core group** of at least 10-15 patients.
- Alastair will take over the email account.
- It was recognised than many channels of communication should be used and presence on the home page of the practice website would help.
- We will determine if a note about the group can be added to standard surgery texts to raise awareness that it exists.

The importance of what the group is called was discussed briefly and it was decided not to use acronyms (such a PPG) whenever possible or when their meaning is not obvious to all – we would refer to ourselves as the **Rustlings Road Patient Partner Group** to help people know what it is: **A collaborative partnership between patients and staff.**

It was pointed out that the NHS has few formal requirements of Patient Partner Groups, but one is to have a terms of reference and that meetings should be minuted.

Alastair agreed to write brief minutes for now, and we will see how things develop. He will also develop a draft terms of reference for circulation before the next meeting.

Thanks to all those that attended, we will determine in the next meeting if attendees wish to be named in future meetings.

The next meeting will be towards the middle of December to consider

- Terms of reference
- Information on the practice demographic
- Early priorities for the group
- Actions that could be put in place soon after the winter break

end