



## Patient Participation Group Meeting Minutes

Meeting Title	<b>PPG Meeting</b>				
Meeting Location	Mannings Suite				
Date of Meeting	16 <sup>th</sup> April 2026	Start Time	11:00	End Time	12:00
Attendees	Tom Micklewright (TM), Alison Durrant (AD), Stephen Lyons (SL), David Mannings (DM), Lorraine Taylor (LT)				
Apologies/Absent	Diana Salisbury				
Additional Distribution	N/A				
Minutes prepared by	Tom Micklewright				

Agenda Ref:	
1.0	Minutes of the meeting held on 5 <sup>th</sup> February 2026 to be agreed. The minutes of the previous meeting were approved with no matters arising.
2.0	Complaints It was noted that the general complaint volume had increased since January. There were several communication concerns, some of which were the result of unclear communication between teams and some of which were related to attitude of specific staff members. These have been addressed directly with individuals.
3.0	Staffing Changes TM outlined recent staffing changes and upcoming GP Team changes from July.
4.0	Quality and Improvement Projects TM outlined the QI programme for 26/27, with anticipated work around integration with community pharmacy, the management of Heart Failure and SMI or LD Healthcheck uptake.
5.0	Bereavement Group

	<p>TM raised a request from a patient to restart the bereavement group that used to run from the Practice. There was general support for the idea, noting that we could offer a non-religious space for those that struggle to engage with services already run by the local church. DM agreed to discuss the concept further with SY initially. TM will respond to the patient to let them know.</p>
6.0	<p>AOB LT shared details of the FVRA / Merriman Grange fashion show taking place later in the month. SL resigned from the group, noting increased responsibility with his other volunteering work. TM thanked SL for his involvement with the group to date and offered an open invite to return to future meetings as workload allowed.</p>