

**Minutes of Northlands Patient Participation Group (PPG)  
Thursday 12<sup>th</sup> February 2026, Northlands Surgery**

**Present:**

Hugh Pilcher-Clayton (Chair)	Margaret Pollitt
Pat Henderson	Kevin O'Daly
Diane Gooch	Dennis Davies
Marilyn Adams	Dr N Abel
Jo Osborn (Practice Manager)	Zara Lane (Mins)
Mel Graham	Natasha Provis-Moore
Dr K Sen	David Reece – PHP Chair

**Apologies:** Laurie Johnson, Elizabeth Hannah, Brenda Gillett, Val Procter, Mary Gray & Chrstine Redmond

1. **Welcome and Apologies:** Hugh welcomed David Reece, PHP Chair (observing) and apologies were given, as above. Along with Elizabeth's apologies, she will be retiring from the group after 30 years.
2. **Minutes of last Meeting:** notes from November's meeting agreed and signed by Hugh.
3. **Matters Arising:**
  - **Disabled Parking:** works will be completed when the weather improves, plan for springtime.
4. **Patient Survey:** Jo thanked the sub-group for meeting to discuss and re-vamp the survey questions, a really big help to the surgery. No other comments made, it was suggested that we run the survey for 2 months. Advertisement of the survey will be done via our website with a link on Facebook. The survey will now be taken to the Practice Team for final signoff.
5. **Informing Patients About the Role of Receptionists:** Jo sent through a list of points that the sub-group reviewed. One of the main points was that the Receptionists are bound by confidentiality. David advised that PHP have a monthly PPG Newsletter (written by the PPG) and currently have "Role of the Receptionist" with pictures and information about the staff.
6. **UK Sepsis Trust:** Marilyn became one of the thousands who became a victim of sepsis. She has applied to the Trust to become an accredited Volunteer. As such, with the help of the PPG and Surgery, she aims to raise awareness of the early recognition and to become a Volunteer to set up small personal meetings with other survivors. When she has become an accredited Volunteer, she would like to hand literature to anyone interested, perhaps as part of a well-being day or having a small table in the surgery.
7. **Social Prescribers:** these are employed by Wilts CIL. Workload was reviewed when Liz Denbury left and it was decided that Veronica Shaw would be able to manage on her own.
8. **Review of Car Registrations:** the surgery is happy with the system and has infrequent complaints. We will continue to monitor and review in a couple of years.
9. **Ipsos GP Patient Survey:** the survey is currently in distribution and published around July. We reviewed last years weaker areas, one being access to appointments. After this the appointment system was reviewed and Anima was introduced.
10. **Items for the Next Agenda:** Public Health.

**DATE OF NEXT PPG MEETING:**

- **PPG Meeting:** Thursday 14<sup>th</sup> May 2026 at 12.00 pm