

PATIENT PARTICIPATION GROUP (PPG) COMMITTEE
MINUTES OF THE MEETING HELD AT SIXWAYS CLINIC
Wednesday, 6 May 2026

ATTENDEES/PPG COMMITTEE:

Lindsey Cuthill
Anna Frost (Secretary) AF
Rob Reid RR

Also -
Ian Gosling and David Woof who had expressed an interest in joining the PPG Committee.

Sixways Clinic:

Cerys Doe (Operations Manager) - Acting PPG Committee Chair CD
Katherine Clark (HR and Quality Manager) KC

1. WELCOME AND APOLOGIES FOR ABSENCE

The Acting Chair (CD) welcomed everyone to the meeting including Ian Gosling and David Woof.

Apologies:

Dr Iain Tebbutt (GP Partner/Practice Manager) IT
Diane Evans (Social Secretary) DE

2. MINUTES OF THE LAST MEETING HELD ON 25 FEBRUARY 2026

The Minutes of the last meeting held on 25 March 2026 were signed as a true record.

3. MATTERS ARISING FROM THE MINUTES OF THE LAST MEETING

a. Elayne Longhurst

Elayne Longhurst (EL) had attended the March PPG Committee meeting.
Anna Frost (AF) had contacted EL several times since the last meeting but had not received a reply. Diane Evans (DE) to follow up as DE had introduced EL to the PPG Committee.

b. Sixways Clinic Website and Facebook Page

Updates have been made to the Sixways Clinic Website and Facebook page - to be kept under review.

c. NHS APP

NHS App information has been added to the Sixways Clinic Facebook page.
Cllr Lynda Johnson (LJ/Charlton Kings Parish Council) will promote the app via the Charlton Kings Parish Council Newsletter; Sixways Clinic has contacted LJ.

4. ELECTION OF NEW CHAIR OF PPG COMMITTEE

Election deferred to the June 2026 PPG Committee meeting.

CD to continue as Acting Chair; **AF** (Secretary) to continue to liaise with **CD**.

5. VOLUNTEERS

Leaflet

The leaflet was distributed to some patients including those attending the April/May Vaccination Clinics and copies are available in the Waiting Room.

Revisions to be sent to **CD**

6. CARERS' COFFEE HOURS

A Carers' Coffee Hour was held on **Wednesday, 29 April 2026**. The Practice had sent out invitations to carers who are registered with the Practice. **DE** and **AF** had helped on the day. The seven carers who attended were appreciative of the opportunity to come to the Carers' Coffee Hour and meet with Leona Smith (Social Prescribing Link Worker/Cheltenham Peripheral PCN) and Val Kudrya (Care Co-ordinator) and volunteers (**DE/AF**).

In future, the member of the Practice team who is assigned to carers will follow-up invitations. It was also suggested that if organisations e.g. Age UK and the Glos Carers' Hub cannot send representatives to the 'Hour', a display table could be set up with their information. **AF** had sent comments about the 'Hour' to **CD** and Dr Tebbutt (**IT**).

Consideration is to be given to holding the 'Hour' later in the day and also to making the 'Hours' a regular event.

Next Carers' Coffee Hours - 12 August and 9 December 2026.

Time to be confirmed (noon or 12.30pm start time).

7. PRACTICE UPDATES

a. Staff Appointments

Another nurse has joined the Practice and a healthcare assistant is due to be recruited.

b. New Queuing System at Reception Desk

The new queuing system was implemented in March and is proving successful. Signage has been improved in the Reception area and information about the new system has been posted on the Practice website.

c. Spring Vaccination Programme 2026

DE, **AF** and Rob Reid had acted as marshalls during the April and May Vaccination Clinics. Future arrangements were discussed. Consideration to be given to the volunteer marshalls having a list of those expected to attend the clinics so that the names of patients can be called out. **AF** had sent feedback to **CD** and **IT**. Feedback from patients was generally positive.

7. PRACTICE UPDATES - continued

Access to Premises

Katherine Clark (KC) asked the PPG Committee for their observations regarding access to the surgery for the disabled and those with sensory and cognitive impairments. Note was also taken that some patients may be light sensitive and may experience reactions to new lighting technologies.

Further comments to be sent to **KC**.

8. GLOUCESTERSHIRE PATIENT PARTICIPATION GROUP NETWORK (GPPGN)

AF reported that there had not been a GPPGN meeting since 16 March 2026 (see Item 8/25 March 2026 PPG Committee Meeting Minutes for the last report).

Next meeting: 18 May 2026.

NB:

There will be a merger in 2027 of the NHS Gloucestershire Integrated Care Board (ICB) with Bristol, North Somerset and South Gloucestershire ICBs. They are currently working through a period of organisational change which will see some significant changes in the way they operate.

For information about the GPPGN see:

<https://getinvolved.glos.nhs.uk/ppg-network>

9. HEALTHWATCH GLOS

AF reported that she continues to volunteer for Healthwatch Glos and is currently working on a national Healthwatch translation project. AF also reported on the updated Healthwatch volunteer database that volunteers can access to update their information. The future of local Healthwatch organisations in England remains uncertain but changes in structure are not expected before April 2027.

NB:

Healthwatch England continues to act as the independent national champion for people who use health and social care services and are there to ensure that those running services, and the government, put people at the heart of care.

10. ANY OTHER BUSINESS

Feedback forms are needed in the Reception area.

Patients can also give feedback online by completing a Friends and Family Test Form, or by telephone or in person.

11. DATE OF NEXT PPG COMMITTEE MEETING

Wednesday, 17 June 2026

AGM

Wednesday, 1 July 2026