

**MINUTES OF WESTBURY GROUP PRACTICE
PATIENT PARTICIPATION GROUP FULL GROUP MEETING at WHHC**

Date: 2nd June 2026

Present: - (SC), (DB), (MK), (GC), (BC), (PBr), (SD) (IH), (MP), (DR), (JP),

Present from the Practice: - (MD), (CM), (MJ)

Apologies: - (SK), (DH)), (BY), (VM), (AH), (MW), (PM),

	AGENDA ITEM	ACTION
1.	Welcome: SC welcomed everyone to the meeting. She gave apologies for those unable to attend the meeting. SC shared the sad news that longstanding PPG member CR had sadly passed away. Her funeral was attended by SC and CM. She also shared that Dr Peter Ager had passed away, Dr Ager was a previous partner at the practice and officially opened WHHC in 2012.	
2.	Presentation on The South Western Ambulance Service by Sharon Kerwin: - SKe introduced herself and explained that she was the Community training and engagement officer for southwestern ambulance service. There was a question-and-answer session which she went through what her role involved, where the calls are taken, how many 1 st responders there are, the medical records paramedics have access to and what the public can do to help. IH asked if volunteers get expenses, SKe explained that they get mileage and a kit worth £4500. SC thanked SKe for her very informative talk and MP for arranging and co-ordinating this presentation.	
3.	Review of the Minutes of the last meeting held on Tuesday 24th February 2026 (AGM): - Neither SC nor MJ had received any amendments to the minutes. Therefore, the minutes of the last meeting were signed as a true record. Any matters arising from these minutes had either been resolved or were on the Agenda for later in the meeting.	

4.	Surgery update: MS advised that we have been successful in recruiting 4 new GPs. Dr Deb has already started with the practice, and 3 others will be starting end of August and September. We are also looking to recruit another pharmacist.	
5.	The WGP Patient Survey for 2026 – initial responses and possible actions: - Thanks was given to those members that helped with the patient survey this year. CM ran through the initial findings of the patient survey. They are still collating information, but the consensus is things were good, people especially liked the call back feature on the telephones. The survey will be circulated in more detail when all data has been completed.	
6.	AOB: MP asked about specific parking spaces for link drop offs/pickups. IH asked if the single patient record will affect system connect. Not that we are aware of was the response from CM. IH asked if it is listed on patients records that results go back to consultant. CM explained that all consultant letters go on the patients notes, results requested by consultant will go back to them, but we will get x-ray results but do not get the x-ray pictures.	
7.	Date of next meeting: Tuesday 8th September 2026 at 6.30pm at WHHC.	