MINUTES OF WESTBURY GROUP PRACTICE
PATIENT PARTICIPATION GROUP MEETING at WHHC
Date: 8th. September 2026

Present: - (SC), (MP), (IH), (PM), (BC), (GC), (MK), (DB), (JP).
Present from the Practice: - (MD), (CM).
Apologies: - (SK), (DH), (VM), (BY), (AH), (PBr), (DR), (SD), (MW), (MJ).

	AGENDA ITEM	**ACTION**
1.	**Welcome:** SC welcomed everyone to the meeting and gave apologies for those that could not attend.	
2.	**Presentation from DH – Update on the Changes taking place at the Integrated Care Board (ICB).** DH centred his talk around the ongoing NHS restructuring and future commissioning arrangements. ICBs are required to reduce their running costs by 50%. Bath, Swindon and Wiltshire (BSW), Somerset and Dorset ICB' are operating as a cluster ahead of the formal implementation in April 2027. Future priorities will include prevention, neighbourhood health services, reduction of health inequalities and outcomes-based commissioning. Patient Participation Groups will continue to have an important role in influencing service development and commissioning decisions. Questions followed and members discussed NHS funding arrangements, access to services, data use in commissioning and mechanisms for future engagement with the ICB. DH stated that members could get in touch with him by email via SC. SC thanked DH for coming back to speak to us again and for his very informative talk.	
3.	**Review of the Minutes of the last meeting held on Tuesday, 2nd. June 2026 and matters arising:** One amendment was received – the initials SK were duplicated. The initials for SK (Guest Speaker) were	

	amended to SKe. Otherwise the Minutes were signed as a true record of that meeting. The WGP patient Survey will be discussed under A.O.B. Thanks to WGP for arranging a reserved car parking space for volunteer Link drivers so quickly.	
4.	**Surgery Update:** MD reported that Dr. C is leaving the Practice to take up a post in Canada and that one Receptionist has left. Reception and Secretarial departments are being merged into a Patient Coordinator Team to improve efficiency and patient experience. It will also mean one less option on the telephone service. New Doctors have been appointed to the Practice i.e. Dr. CB, Dr. ES, Dr. CR, Dr. M (starting November 2026) and a trainee GP Dr. ST. MD reported that the overall GP capacity is now at its highest level to date, with a goal to minimising locum usage. DB asked about the 'Flu Clinic Vaccination programme for this year. MD advised that it was still being finalized but some vaccines had arrived that day. DB emphasized the importance of publicity for the dates once decided upon.	
5.	**A.O.B.** • SC started by reporting on the WGP Patient Survey 2026. This had taken a long time and a number of difficulties were encountered. In all, 538 on-line responses were received and 177 paper copies were completed. The draft Public Survey Report was circulated to members with this Agenda. Some minor alterations were made to this at the Sub-Group meeting in August. Once these are applied the Survey report will be published on the WGP website along with an Action Plan agreed by the Partners of the Practice. In addition to this, MK prepared a much more detailed analysis of the survey results and CM produced a percentage report analysis. These two will be put on to the WGP website to provide further information for interested patients.	

	• DB reiterated the need to advertise the dates of the 'Flu Jab Clinics widely and to ensure that they are put on the WGP website.	
5.	**Date of next meeting:** Tuesday, 1st. December 2026 at WHHC at 6.30p.m.	