



MINUTES OF THE WALNUT TREE PPG MEETING HELD AT WTHC ON THE 28th July 2026

Attendees	Anne Burkle (AB) Russell O'Brien (RO) Mary McMahon (MM)) :Mary Charlewood (MC): Sabrina Kan (SK) : Jean Robertson (JR) : Dilip Nathwani (DN)	
Apologies	Hiteshree Nathwani: Ian McColl: Anne Baggott: Steven Riggs: Brian Maxwell: Donna Burbidge: Mona McElwee. Cecily Aspinall: Jacqui Theobald: Marion Stevenson-Hoare: Stephanie Warren:	
New Members		
Chairperson	Janet Smith (JS)	
Practice Representatives	Clare Briars (CB)	

1. Welcome and apologies

JS welcomed all present to the meeting. Apologies had been received from Hiteshree Nathwani, Ian McColl, Anne Baggott, Steven Riggs, Brian Maxwell, Donna Burbidge and Mona McElwee, Cecily Aspinall: Jacqui Theobald, Stephanie Warren, Marion Stevenson Hoare.

JS wished to thank the staff for preparing the staff room for the meeting.

2. Matters arising from the previous meeting

None arising and thus the minutes taken as a true reflection.

3. Report from the surgery.

CB reported that the changes to the Engage Consult access had gone through seamlessly. The new process was running smoothly and continued to assist patients with quick access to the surgery. CB was preparing a survey to ascertain how patients were coping with Engage Consult – the committee agreed that this was appropriate to ascertain if further changes were needed or training could be offered.

CB noted that a new receptionist had been employed.

To date, whilst the surgery had been awarded the funds for the upgrading of the surgery, the planning permission has not as yet been granted – but CB was not anticipating any changes in the planned improvements.

4. **Regional PPG report – Youth representation.**

JS reported that a large number of PPGs in the area had identified the need for young members to be represented and / or join PPG groups. The NHS Youth Forum had published guidelines on how to involve young people in PPG Groups.

[Facebook NHS England Youth Forum](#) or england.nhs.paticipation@nhs.net

Discussions held and JS would again contact the local school to provide further information on the NHS guidelines.

CB agreed to provide information for the Mother and Baby clinics hoping to encourage young Mothers to become involved.

All felt that this was a priority project and once prepared brochures could be provided to sports clubs, and schools encouraging involvement in the PPG.

IM in absentia had commented on the content – which was noted.

5. **Report on Patient Participation Week**

AB had listened in on some of the webinars during their Patient Participation Week.

Details of their helpline : helpline@patients-association.org.uk will be included in the newsletter. The Casey Commission's Report on Social Care has been brought forward and the Big Conversation on Care has been launched. Access this via The Patients Association website or via the Casey Commission's website

6. **Walking Group**

JS reported that the walking group was progressing well and would always welcome any new members. Due to the extreme weather conditions several walks had been cancelled but the safety of walkers was of primary concern.

7. **Newsletter**

JS reported that the newsletter was now completed and with the surgeries approval and assistance would be available on line shortly

8. **Any Other Business**

RO requested clarification re. attempting to change contact details for a family member. CB explained that only if the family member was on record as an approved member would instructions be accepted. At all times Confidentiality and Data protection governed the patients records.

RO asked if patients were normally informed if they were to be attended by a student medical officer – were they given the choice? CB explained that Patients always had a choice but waiting times could be extended.

JR requested if the surgery were notified by the MK A@E department when patients had been treated in AE. CB noted that WTHC usually had a discharge summary within 72 hours.

JR requested CB investigate the number of repetitive reminders sent out to patients for blood tests. CB agreed to do so.

Discussions held regarding the assistance available for patients being discharged from hospital. Whilst the WTHC had access to social care facilities they needed time to process. MC noted that whilst AGE UK used to be the back up service they were

now having great difficulty getting volunteers – hence their services were often limited.

CB Confirmed that the Autumn vaccination day was still on plan. The members felt that a coffee morning on that day would be an ideal venue to raise funds for purchasing specific items for the surgery – rather than a general fund raising.

With no further business JS thanked the members who had attended. The next meeting has been scheduled for the 8th September 2026 at 11 a.m.

