



# NEW BARN CLOSE SURGERY

Patient Participation Group (PPG)

## **Patient Participation Group meeting on 5<sup>th</sup> February 2026**

### **Summary minutes**

#### **1. Minutes**

The minutes from the previous meeting on 11 December 2025 were agreed and signed.

#### **2. Matters arising**

Reception area – The Patient Participation Group (PPG) discussed the current signage, which included notifying patients of the availability of a private Reception space for patients. It was also highlighted that the surgery were now a sensory practice and they had a lead ‘Sensory’ nurse.

Privacy at Reception – PPG agreed this topic needed to balance the need for patient privacy and staff safety; all members noted that signage regarding queuing at reception was evident and staff did speak to patients who did not respect the privacy of others at Reception.

Safety measures - PPG thoroughly discussed the measures in place for both staff and patients.

Primary Care Network meeting - It was reported that the Evesham Primary Care Network had been chosen for a pilot study regarding pancreatic cancer diagnoses and Dr Billings and Dr Pemberton were the leads at the surgery for this trial.

Communications - The PPG discussed past, current and potential new communication channels and they agreed to:

- Produce a cost-effective ‘poster’ on the PPG for local venues;
- Produce a condensed version of approved minutes for the surgery website and the PPG noticeboard based in the surgery.

Patient Representative Group (PRG) – The PPG decided to remove information on the PRG from communications at this time in order to concentrate on PPG activities. PPG agreed they needed a wider range of views to contribute to their work e.g. young mums and those with access issues and agreed that virtual attendees at meetings were welcome.

### **3. PPG 'Definition'**

The PPG discussed and agreed to have a 'Definition' for the group. This is the final wording:

A group of registered patients working in partnership with New Barn Close Surgery who aim to understand the patients' point of view and to encourage feedback. To actively encourage and welcome comments and suggestions from the patient population to promote a patient perspective and enable patients to access and make the best use of available health care resources.

### **4. Surgery update**

The PPG discussed the very positive set of results from patient feedback obtained by the surgery in December 2025. They talked about:

- The likely scenarios, issues and solutions when patients were running early or late for appointments
- NHS targets and patient needs, noting that the surgery saw 98% of patients within two weeks for planned appointments.

The surgery informed the PPG that they would like to increase the use of the 'NHS App' by patients as this was a major NHS initiative. The PPG agreed this was a good target for 2026 and discussed actions required to take this forward, including contacting the Broadway library to be a venue for 'training' sessions and talking with the Integrated Care Board on their trial on this.

### **5. Terms of Reference**

PPG discussed the previous Terms of Reference from November 2023 and the following main amends and actions were made:

- An Annual General Meeting would be held this year
- A Vice Chair was appointed
- Members of PPG could remain after their initial three year 'Term' but only with full PPG approval

### **6. Any Other Business**

Housing developments in the area were discussed and it was agreed that the impact on the facilities at the surgery should be fine, but there would potentially be an impact on the number of doctors required at the surgery.