

**Chillington Health Centre
Patient Participation Group (PPG) Committee Meeting Minutes**

Date: Wednesday, 14th January 2026

Time: 17.30- 18.45

Venue: Chillington Health Centre

Present

- **Peter Breach (PB)**
- **Marianne Bailey (MB)**
- **Francis Carnegy (FC)** – Senior Partner
- **Andie Day (AD)** – Chair (Teams)
- **Philip Groves (PG)** – Deputy Chair
- **Jade Greet (JG)** – Practice Manager
- **Debbie Gales (DG)**
- **Amy Gunther (AG)** – Teams
- **Katy Panton (KP)** – Prospective Member

1. Welcome

AD welcomed everyone to the meeting and extended a welcome to Katy Panton, who may be interested in joining the committee.

2. Apologies

Apologies were received from KG.

3. Signing of Previous Minutes

The minutes of the meeting held on 19 November 2025 were agreed as an accurate record and signed. It was acknowledged that these were generated using AI so not shared with the wider community.

4. Actions from Previous Meeting

All actions from the previous meeting were confirmed as completed.

5. Meeting Minutes – Rota

A proposed rota had been circulated to all committee members.

The group agreed that, in line with GDPR requirements, Otter AI cannot be used to support minute-taking. Copilot was discussed as a potential alternative; although it is being explored within the NHS, implementing it specifically for minute production would currently require significant setup and is not practical at this stage.

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DG had tested the system externally and found it workable, but further clarification is needed regarding whether it can be used by the PPG. For now, the group agreed to continue using traditional note-taking to record and produce the minutes.

If appropriate and permissible in future, DG offered to collate outputs and prepare minutes using the system.

Action: All committee members will take turns providing notes for the minutes and forward them to AD for editing.

6. PPG Logo

AD thanked MB for her work on the original PPG logo and for her input with the new one. The group agreed the design was very acceptable.

7. Patient Feedback

DG reported that some patients found the NHS App challenging, though overall feedback was positive.

Lisa in the admin team, is the NHS App Ambassador for the surgery and is working on how to support patients with this.

AD advised that the PPG would assist with this if required.

Action: JG to contact AD if support needed

8. GDPR

The group agreed that the PPG should not hold patient data independently. All patient information will continue to be managed solely within the Surgery's systems to ensure GDPR compliance. JG has added a dedicated section about the PPG to the Practice Privacy Notice.

However, as the PPG does hold limited contact information for its own members, it was agreed that AD will draft a separate Privacy Statement for the PPG to cover this information, as it is necessary for the functioning of the group.

Action: AD will share a draft privacy statement with the committee

9. Special Interest Groups and Health Notes

All committee members have now identified their special interest- AD has nominated health campaigns to each member.

AG also added her interest in family mental health.

MB and PB had reviewed a range of potential health awareness campaigns and compiled these, along with a supporting report, focused on developing Health Notes. The discussion centred on how best to promote and share this information, with the aim of increasing patient awareness through the practice notice board and digital display board. AD emphasised that all content would be evidence-based and sourced from reputable organisations such as the NHS.

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PB suggested that email communication would be the most effective method of reaching patients. JG confirmed that quarterly patient emails are already circulated, with 2,500–3,000 patients currently subscribed, and that a PPG section is included.

AD proposed introducing monthly health awareness campaigns and asked whether the Surgery could promote these through its email system; JG agreed.

KP asked how the PPG currently engages with patients and suggested approaching the local press for a one-off “spotlight” on the PPG. AD agreed to contact other PPGs within the PCN to explore whether they would like to participate in such an initiative.

Facebook continues to be used for sharing health awareness campaigns. Additional social media platforms, such as Instagram and TikTok, were suggested to broaden engagement across different age groups. Anyone interested in supporting this work was invited to contact AD.

Kingsbridge Community College (KCC)

AD updated the group on the potential project with KCC to support mental health and general wellbeing. She confirmed she is awaiting a telephone discussion with the PSHE lead at KCC. AD also noted that Susie Garrod at Tumbly Hill would be able to contribute to the project, subject to appropriate funding being secured.

AG identified her interest in this project.

The group discussed the wider issue of supporting young male mental health and how best this could be approached but agreed to prioritise progressing the KCC project first. PB offered to contact Young Farmers to assess whether there is a need for additional support within that community.

FC confirmed that TALKWORKS continues to operate as a self-referral mental health service. He also noted that although the PCN previously supported mental health provision through Devon Partnership Trust, this service is no longer available.

Action:

- AD to speak to KCC to determine if there is a need for support.
- AD to contact all PCN PPG to determine interest in “spotlight on PPGs”
- All committee members are asked to review their special interest areas and planned health campaigns, consider the information they wish to share, and provide this to AD nearer the time of each campaign.

11. National Association for Patient Participation (NAPP)

AD reported that, due to a lack of volunteers, NAPP will be closing. The PPG has been a member since April, and the resources provided have been helpful during the group’s re- establishment and development.

PPGUK continues to issue regular newsletters, which AD shares with all committee members

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12. Practice Update (Including Dispensary)

FC reported:

- Clinical staffing remains stable.
- Recruitment is underway for Dispensary and Reception roles.
- Patients not arriving (DNA) or arriving late for appointments continues to be an issue despite text reminders prior to appointments
 - It was suggested this be highlighted in the Practice Newsletter.
- Total Triage is being promoted by NHS England and is something the Practice may consider adopting. It is reported to be working very successfully in Dartmouth.
- eConsult has become increasingly popular following its promotion by NHS England.
- Following some consultation with the PPG and SCOFF, the Dispensary opening hours will be amended, with a daily closure from 11am–3pm. The PPG expressed concerns about this change but were reassured that it will be implemented on a trial basis.
- A further COVID vaccination session will take place between April and June; PPG support was requested.
- There has been a recent rise in aggressive and abusive patient behaviour. JG confirmed that the Practice is using social media to make clear that such behaviour will not be tolerated. Patients who behave unacceptably will receive a letter warning that repeated incidents may result in removal from the Practice register.

Action: JG will confirm dates for vaccination clinics once known

13. Third Party Consent Form

This item was deferred to the next meeting.

14. Any Other Business

AD will forward suggested dates for the next interim PPG members only meeting

Date of Next Formal Committee Meeting

Wednesday 29 April 2026, 5:30–6:45pm.

The meeting closed at **6:55pm**

PG/AD