

Patient Participation Group Meeting
Wednesday 4th March 2026
1.00pm – 2.00pm
@ Staunton and Corse Surgery

Minutes

Attendees:

Louise Tweney – Practice Manager (Chair & Minutes)

Dr Donald Peach – PPG Member

Mr Irvine Manning – PPG Member

Mrs Christine Starling – PPG Member

Mr David Ledger – PPG Member

Mrs Deborah Hughes

Non-Attendees:

Mrs Helen Lee – PPG Member

Agenda:

Welcome and brief overview of the minutes from the last meeting

- Welcome to Deborah Hughes, Deborah introduced herself to the other PPG members and gave some insight into her role within the NHS. Louise Tweney will send on the relevant PPG paperwork, if Deborah would like to join.
- Chair & Minutes still not selected at present. Louise will continue to chair meetings for the time being. This will be re-visited at next meeting.
- Digital event that was held didn't have a great turn out, likely due to the weather. However, it was very good for the surgery as we managed to connect with other teams and surgeries.

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- We had a bench very kindly donated.
- The vending machine in the waiting room for dispensary will be being fitted soon!

Staff Updates

- As discussed at previous meeting our reception manager has now left. Interviews were held but not recruited yet.
- Louise James will now be our reception supervisor.
- Looking at recruiting another receptionist.
- Izzy Jones will be Assistant to Louise Tweney. This will be a developing role and may change over the next few months.

TWNS PCN Health and Wellbeing Event

- There will be an event held for Newent and Staunton patients on 19.3.26 from 10-2pm that the Health and Wellbeing team are running.
Volunteers: David is happy to attend.

Suggestion Box

- The entrance to the lane needs fixing.
 - This has been filled now; however, this is an ongoing investigation.
- There are talks for a potential foot path down to the surgery to help when flooding present.
 - Louise is still awaiting a response.

AOB

- IT issue with the NHS app.
 - Louise will continue to chase issue with access to the app.

Next meeting will be held on 3rd June at 1pm-2:30pm.