

Patient Participation Group (PPG) Meeting Minutes

Chair: Sophie Haynes

Minutes: Briana Martin

Date: 25 February 2026

Agenda Items & Discussion

1. Patches System

Briana and Sophie showed the PPG members how to use Patches. The group discussed the use of Patches and how it can be effectively utilised by PPG members. Members explored ways they could support the promotion and understanding of the system within the patient community.

2. Digital Workshop

The possibility of holding a digital workshop for patients was discussed. The PPG members were happy to get involved and support Briana and Sophie to deliver this.

3. National GP Survey & Practice Survey

Members were asked whether anyone had received and/or completed the National GP Survey sent out via post between January and April. Members stated they had not received but would complete if they did.

It was also discussed that the surgery will be conducting its own local patient survey likely at the end of April regarding access, including Enhanced Access. PPG members were invited to contribute suggestions for survey questions. Members were asked to email their suggestions to Sophie or Briana which will be forwarded onto the Practice Manager.

4. End of Life (EOL) Support

The group discussed the support the practice can provide to patients receiving end-of-life care.

PPG members contributed helpful suggestions, including:

- Visiting local funeral services to better understand the process.

- Exploring whether funeral directors provide checklists to support families and friends when organising funerals.

SM shared that she has experience working with end-of-life patients and would be happy to offer support.

SM also mentioned “The Once Service” offered at registrars and suggested checking whether all registrars provide the same service. **SH will Action.**

5. Enhanced Access Change of Service Delivery

The PPG were informed that Peterloo would be taking control of their own Enhanced Access service from 1st April 2026 and asked them for feedback on a couple of the proposed models.

Proposal 1 – The practice provides evening access Monday-Friday with one full day Saturday provided every two months

Proposal 2 – The practice provides evening access Monday-Thursday with two half day Saturdays per month providing GP and Nurse or HCA

Proposal 3 – The practice provides evening access Monday-Thursday with two full day Saturdays per month – one with a GP and one with either a nurse or HCA.

The patient participation group advised they would prefer either proposal 2 or 3, however felt that a morning clinic would likely be preferred by the practice population on the basis that most people have plans at weekends so would likely want to get appointments done in the morning but also have the option of having both GP and a Nurse or HCA available. Sophie and Briana advised they will feed this back to the Practice Manager to support the business case for the practice.

6. General Feedback

The PPG members in attendance were very helpful and provided valuable suggestions throughout the meeting.

It was agreed to continue promoting the PPG to other patients so we can continue to make improvements to the surgery that will benefit all our patients.