**Notes of WSP PPG meeting on 24 March 2025 at Great Holm.**

**1. Welcome and introductions**  
John Marshall (JM), Chairman welcomed attendees to Great Holm Medical Centre and thanked Nicky Wright, GH Practice Manager for hosting the meeting. JM advised that the meeting will conclude at 1830, when the building closes.

**2. Present**John Marshall, Nicky Wright, Edwin Bothelho, Crad Allerton, Joan Crossan, Sue Graham, Janice Barnfather, Gill Thompson, Malcolm Maslin, Richard Hallam, Susan Hallam, Cathy Gilhespy, Nigel Bailey

**Apologies**Patricia Chalk.

**3. WSP PPG; current arrangements for membership and meetings and options for future structure**.

A wide-ranging, lengthy and protracted discussion took place. It was apparent that attendees held differing views, largely based on the previous historical arrangements at the 3 sites (SS, GH and SCE) about;

* who was and was not deemed a member of the single WSP PPG created and established at the initial meeting on15 November 2024
* the validity of those appointed, due to the lack of a democratic process for electing, primarily SCE patients who in 2024 had expressed an interest in joining the PPG and
* the arrangements made by WSP to administer and support the PPG

JM noted that this matter had previously been discussed at length at both the January and February PPG meetings. He acknowledged the strength of feeling and views expressed by some attendees but the lack of any consensus or agreement regarding membership and structure, that had taken up most of the time available has now created a deadlock that is preventing the conduct of PPG business and an impasse from which it cannot move forward.   
  
**4. Matters arising from the previous meeting**

The remaining time was given over to a brief Q and A with Edwin Bothelo (EB) including an update on the changes that have been implemented to improve the accurX appointments system. The major improvement for patients is that rather than being closed prematurely, once all available appointments for the day have been assigned, the system is now open and available until 1830 each day.

The remaining Agenda items were held over to the next meeting. JM advised that he will arrange to meet with WSP management to discuss the impasse referred to at item 3 above. Consequently, he would not set a date for the next PPG meeting until that discussion has taken place.  
  
**Update**

JM as Chairman met with Judith Williams, Business Manager for WSP on   
28 March. As a result of that meeting and after discussion with the Partners and Practice Managers, the WSP has resolved the following;

1.       The practice (and for practice please read partners and practice managers), would like to pause the development of the PPG, in the sense of growing the number of members.  We are concerned that time is being given over to unpicking what is already established and we feel that it would be helpful to allow the existing members to come together as one, under the new practice, before attempting significant PPG membership growth.

2.       Nevertheless, the practice is absolutely committed to supporting the development of the PPG for Watling Street Practice, we just feel it needs to find its feet first.

3.       The practice would like to bring together the established members of (what were) the 3 PPGs (Hilltops Medical Centre, Stony Medical Centre and Watling Vale Medical Centre) with the aim of creating terms of reference (ToR).  The ToR can be based on the knowledge/experience that the Stony team can offer but that is pertinent to our new practice and PPG.   The reason I reference the Stony team here is simply because its PPG has been established for some years, while the PPGs in HMC and WVMC were much newer at the time of the merger.   That said, this PPG is for Watling Street Practice and as such has the opportunity to be fresh and creative, so while we can embrace the knowledge of experienced PPG members, we should also aim to create a PPG that welcomes innovation and change.

4.       Edwin will continue to be your key contact.  Additionally, we will look to provide him with some admin support.  At the next meeting, date/time permitting, Dr Goyal and/or Dr Kohli and I will endeavour to attend the meeting which we hope will demonstrate the practice’s commitment to supporting the PPG through this period of change.

5.       The practice would like to support the PPG in creating the ToR, and we would aim to do that as follows:

· support with the administration of invitations and where necessary, note taking

· ensure that minutes are communicated in a timely fashion to interested parties (in line with the comms strategy to be included in the ToR)

· support the re-set of the existing PPG by way of confirming the practice’s desire to allow the elected members to remain in post at least until November 2025 i.e.: 12 months after their appointment

· build on the existing PPG members, but in the manner to be defined by the ToR

· use the time between now and the next elections to strategize the objectives of the PPG including how it will support the practice and how the practice will support it

· support with the writing of the TOR, to include, as a minimum:

o   core membership: number

o   core membership: nomination process

o   core membership: election process

o   core membership: definition of what is expected of a member

o   core membership: tenure

o   meeting frequency for the core members (perhaps every 12 weeks?)

o   strategy to explore how we can engage with other patients, for instance via webinars, teams meetings, public consultations, questionnaires, newsletters etc

Once you had an opportunity to digest my message, please can you confirm back to me;

1. that you are happy with content; and
2. who you and the group would consider to be the core members at this point.

With kind regards,

Judith Williams  
PCN Business Manager  
WSP

After discussion with Crad Allerton, we are in no doubt that the intervention proposed by WSP management is the best way to remove the impasse and resolve the issues of PPG membership, role and remit. We have therefore responded to Judith, as requested by her, acknowledging that we agree with what is proposed and providing details of who we believe to be the core members at this point.   
**NB** we have suggested to Judith that membership information for sites other than SS be confirmed locally via Nicky Wright / Nick Cooke (GH) and Edwin Botelho / Mike Cato for SCE.