

Patient Participation Group (PPG) Meeting Minutes 10th June 2026
Wimbledon Medical Practice

- Sandra (Practice manager)
- Tony (PPG Chairperson)
- Maggie
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1. Welcome and Apologies

Sandra welcomed Tony and Maggie to the meeting and apologised for the delay in arranging it. She explained that the practice has experienced staff shortages over recent months and has been focused on recruiting new staff.

2. Practice Management Update

Sandra explained that, following the departure of the Practice Manager in April 2025, she resumed the role of Practice Manager on an interim basis while recruitment was underway.

The practice has now appointed a new Practice Manager, Rita, and Sandra is currently handing over her responsibilities. Once Rita has settled into the role, the practice will review plans to expand the Patient Participation Group by inviting additional patients who have expressed an interest in joining. A further meeting will be arranged at that time.

3. Patient Feedback

The group reviewed the latest Friends and Family Test feedback, which is displayed in the practice waiting room and published on the practice website. The practice continues to receive many positive comments from patients.

Tony and Maggie were also shown the results of the latest national GP Patient Survey. Overall, the practice's results remain broadly in line with both national and local averages.

Some reception-related scores have shown a slight decline. It was noted that this is likely to reflect the recent staffing shortages, and it is anticipated that these results will improve following the recruitment of additional staff.

4. Appointment System and Patient Access

The current appointment system was discussed. Dr Sharifi is keen to maintain the existing model, as patient feedback indicates that it continues to meet patients' needs.

The practice primarily offers same-day telephone appointments, while patients also have the option to book appointments in advance. Each GP has a number of appointments released one week ahead for advance booking.

Patients can also contact the practice by:

- Email
- The practice app
- The practice website

All clinical queries submitted through these channels are reviewed by the GPs, who either respond directly or advise the reception team on the appropriate action.

5. Online Services

The practice continues to expand its online services.

Patients can now:

- Register with the practice by completing an online registration form.
- Request travel health advice and travel vaccinations through the practice website. The Practice Nurse will contact patients to discuss their travel plans, assess vaccination requirements, and arrange appointments where appropriate.
- Request repeat prescriptions online or by email.
- Submit general enquiries or request fit notes electronically.

These services are intended to improve accessibility and make it easier for patients to contact the practice.

6. ARRS Funding Update

The group revisited the Additional Roles Reimbursement Scheme (ARRS), which provides funding to support the recruitment of additional healthcare professionals.

The practice has successfully recruited a newly qualified GP through this scheme. The GP joined the practice a few months ago and currently works three sessions each week, helping to increase clinical capacity and improve access to appointments.

7. Next Steps

It was agreed that another Patient Participation Group meeting will be arranged once Rita has fully settled into her role.

Patients who have expressed an interest in joining the PPG will be invited to attend future meetings to help broaden patient representation and encourage greater involvement in the development of the practice.

Actions Agreed

- Sandra to complete the handover to Rita.
- Invite additional interested patients to join the PPG.
- Arrange the next PPG meeting once the new Practice Manager is established in post.
- Continue monitoring patient feedback and GP Patient Survey results.
- Review reception performance following recruitment of additional staff.