

PPG forum North and South Combined Workshop Responses

12th November 2025 . Lady Olivier Center Brampton.

The event had 14 surgeries represented by 18 PPG members.

Also attending were 5 members of the Cambridge City PCN Cambridgeshire South Care Partnership team.

Workshop responses.

The responses below are from discussions on the day. Each question had 15 minutes to be discussed. Not all points are relevant to all groups/surgeries.

What has gone well with your PPG in the last six months?

Restarting the PPG.

Focusing on renegotiating PPG roles and responsibilities.

Cooperating with the practice (Practice Manager and patients)

Training people in how to use NHS app and triage system. Also for the roll out of online appointments.

Holding “listening tables”

PPG assisting surgery at vaccine clinics.

Assisting at an surgery open day.

Taking patient surveys and reporting back to surgery team.

Women’s Health Day and other health talks – have recruited new PPG members.

An allotment/improved peoples Mental health

Text messages from the practice encouraging patients to join PPG.

How can the PPG gain the views/feedback/experiences of more patients, including younger people and people from diverse backgrounds?

Assist at vaccine clinics, especially baby/child events.

PPG to have a stall at cultural events

Experiment with later online information events for younger or target diverse groups.

Use different social media such as Instagram and Tic Toc. (Facebook targets older people)

Plan joint working with Parish Councils and/or Neighbourhood Health teams.

Ask the surgery staff for help recruiting.

How can the PPG improve relationships with practice staff?

Have an engaged GP at PPG meetings.

Ask what practice staff can do to help.

PPG to be a source of feedback to CQC

Volunteer to help at clinics/open days.

Attend Integrated Neighbourhood meetings and report back to surgery and PPG committee.

Show appreciation by providing refreshments to surgery staff on training days.

Invite and involve all staff to meetings.

Feed back the positive, not just negative.

Have a noticeboard in the surgery

Main issues of concern for your surgery and patients.

Long delays between new housing and increased health facilities.

Some practice buildings are not fit for purpose.

ICB amalgamation – including car schemes may now need to drive out of county to hospitals.

The future of Healthwatch.

How to reduce “did not attends” (DNAs)

How PPGs can influence PCN decision making.

Patients need to understand how the PCN works and about Social Prescribing.

There are too many platforms and apps. There is no clarity which to use.

Surgery doesn't share plans with PPG.

"Working under protest" in response to NHE contractual requirements.

Would like to know whether PCNs decisions take into account the list of patient size or is there just 1 practice= 1 vote?

