



# PPG Annual Report for 2025

## Chairman's Report

The PPG has continued to flourish during 2025, and as the Chair, I would like to thank all of the PPG members, including the Practice Manager, for all of their hard work, enthusiasm and support over the last year, which has made my task as the chair easier.

## Membership and Meetings

This year has seen a considerable turnover in membership of the PPG. The last original member of the PPG, Bridget Winn, stepped down in October and over the year several other members resigned. In October we launched a recruitment process to bring the membership up to a full complement. Adverts for new members were placed on the website, the PPG newsletter, TV screen and noticeboard. We were delighted to receive 5 applications for membership which widened both the experience, expertise and age range of the group. Rather than turn away applicants the group decided to increase the membership to allow all applicants to join.

During 2025 the PPG has met eight times as a full group from 5:00-6:30pm in the surgery staff room. Six of these meetings were attended by doctors, and their observations and contributions have enabled the PPG to get a better understanding of their roles and the work of the Practice.

## Communications with Patients

During 2025 the PPG published 10 email newsletters which were also formatted as a printable copy and made available in the two waiting areas for patients to read or take away with them. The Newsletter format was updated during the year to give a more modern look and feel and to provide links to longer articles rather than publish them fully in the newsletter. An archive of the newsletter can be accessed in the PPG section of the Practice website. The email Newsletter reaches around 1000 patients and the PPG continues to explore ways to increase this number.

## Projects and Activities

### Projects

In 2024 we were involved in a number of initiatives and projects with the aim of improving the patient experience and assisting the Practice in delivering services to patients.

1. During the year the PPG worked closely with the Practice Operations Manager in the transition to a new website. The PPG reviewed several different options for the new site and fully supported the final decision to move to SurgeryWeb who met all of the current NHS requirements for GP websites. During the transition process the PPG reviewed all of the new forms and pages including the PPG area. The site went live on December 20<sup>th</sup>. The PPG is planning to get feedback on the new site once patients have had an opportunity to use it.
2. During April the PPG organised a patient survey which replicated key aspects of the annual GP survey but also added questions relevant to the Practice. This was distributed via the PPG Newsletter and Practice website and there were 238 responses. The overall ratings for the Practice were very positive with over 90% rating the Practice as Good or Very Good. The full report is available within the PPG section of the Practice Website.
3. During the summer months the PPG was involved in the introduction of a Total Triage appointment system as required by the NHS. The PPG met to discuss the proposals to use Rapid Health and raised a number of potential patient issues which were presented to the Practice. The PPG then worked with the Practice to find solutions. The PPG also produced a



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3 fold flyer that patients could pick up at the surgery about how the new system works which answers the most common patient concerns. The PPG is planning a patient survey on the new system in early 2026.

4. During the year three members of the PPG researched and then wrote articles about how GP practices are structured, financed and staffed, and these were published through the Newsletter.
5. In November the PPG started work on an initiative to offer support to patients who are not using the NHS App. A group of volunteers has been established and are being trained by a group of Digital Champions. The first training session for patients will take place in January 2026. The aim is to establish a monthly rolling programme for patients who are being recruited through the Newsletter and with the help of the practice.

## Activities

- The Chair has met regularly with the Practice Manager before each PPG meeting, to draw up an agenda and discuss any specific patient or Practice issues.
- A PPG representative has regularly attended bi-monthly meetings of the South Warwickshire Patient Engagement Group which includes all PPGs in the South Warwickshire area.
- Two PPG members have been involved of interviews for new staff including a new GP.
- Two PPG members have been involved in the analysis of Friends and Family questionnaires sent to patients after each face-to-face consultation. The outcomes are published in the PPG Newsletter and any Issues brought to PPG meetings and the Practice Manager. The overwhelming outcome of this monthly analysis is very positive and is constantly around 95% good or very good.
- The Chair and Vice Chair co-ordinated a meeting for the Chairs of all Leamington PPGs to discuss the proposals for the creation of a cross-Leamington Integrated Neighbourhood Team (INT). The meeting agreed that the Leamington PPGs should be represented on the INT. In December the Clarendon Lodge PPG Chair and Vice Chair attended the inaugural meeting of the Leamington INT for the two Leamington PCNs and stressed the importance of having an active patient voice in this important development.

## New PPG Leadership Structure

With an expanded PPG membership and an increasing involvement of PPG members in different initiatives, the Chair suggested that the PPG should look at a Leadership Team structure for the PPG. A paper to this effect was presented by the chair, and this proposal was welcomed by all members. The Leadership Team approach will give more members an active role in the running of the PPG, reduce pressure on a single managing Chair and allow for succession planning in the future. Four members and the current Chair agree to take on different responsibilities and this new structure will come into effect from January 2026.

We are already making plans for the coming year but are always keen to hear from patients about other ways that we could help the Practice to improve on the excellent service that we have all come to expect.

Martin Blows PPG Chair  
January 2026