



PPG (Patient Participation Group) Briefing Notes October 2026 for Patients' Information

The last PPG meeting was held on Tuesday 6 October 2026 and the following items were discussed:

Liaison between Chanctonbury Leisure Centre and the Glebe

A representative of CLC met with the GP's of the surgery to discuss the many services available. The surgery's management will continue to liaise with CLC going forward.

PPG Updates

Treasurer's Report – Funds raised from the sale of calendars have been deposited within the bank account. These will be used towards the purchase of a replacement ECG machine for the surgery. The purchases of calendars & donations can be made either by cash or electronically to the following bank account:

Account: GS-PPG
Sort code: 40-38-08
Number: 71671812

Fundraising report – 88 Calendars were sold during the Saturday 3 October 2026 covid clinic. The remainder will be on sale during the Saturday 17th October 2026 clinic. Calendars are also available to purchase from the reception of the surgery and from the Chanctonbury Leisure Centre. In partnership with the surgery the PPG will continue to investigate other avenues to raise funds towards the purchase of a replacement ECG.

Practice updates

Complaints

Complaints received by the surgery remain at a low level. Patients who wish to raise a concern or make a complaint are encouraged, in the first instance, to speak to a member of the management team at the surgery. If a patient wishes to submit a formal complaint, this should be made in writing using the complaint form available on the surgery's website.

DNA's

There were 5,717 appointments attended during September and 147 DNA's. All DNAs are routinely audited to confirm who was booked, whether contact was attempted, and whether any follow-up action is required, and whether any safeguarding considerations need to be reviewed.

Forward Project

The Healthpod has been installed and is ready to go.

Christmas Donation Appeal

The Glebe Wellbeing Team have highlighted the valuable work the Wholesome Warehouse, based in Storrington, does by providing food, furniture, practical assistance and support to the local community.

Pharmacy Issues

The Surgery continues to monitor the situation and how the issues affect our local populations.

NHS Integrated Care Board restructure/impact for the Glebe Surgery

There has been no impact for the Glebe Surgery – Commissioning decisions are now made by a larger Surrey and Sussex organisation rather than NHS Sussex alone.

Robert Tomkins
PPG Chair