Document in support of Port View Patient Participation Group (PPG) Community Chest application

27/10/26

1 **Bank Statements**

To date, the community group has had no funding and not dealt with any activities that involve money. Therefore, the group has not had a bank account. A bank account is in the process of being opened now but is not complete. The newsletter is the first activity that has cost money. The first pilot newsletter was paid for by the surgery and therefore, finance was independent of the group.

2 **Public Liability Insurance**

The group has no public liability insurance

3. **Accounting Statements**

No statements. Read section 1

4. **Safeguarding Policy**

No safeguarding policy in place

From: PrintMinor [redacted]
Sent: Thursday, September 03, 2026 12:22
Quote for the previous newsletter, Autumn 2026 is taken from an email below.

As promised, the prices for the print are as follows:

250 x 2sided x A4 x 4 colour printed on 150gsm Silk @ £73.50 zero vat.

500 as above @ £98.00 zero vat.

The above prices are based on you supplying PDF files.

After next week, allow 2-3 working days for production.

Many Thanks'

Saltash Town Council – Grant Application Form

APPLYING FOR: **Community Chest Grant** ✓

(Tick one box)

Festival Fund Grant

DATE APPLICATION SUBMITTED: 27/10/26

Contact Name:	[redacted]
Position:	Secretary
Organisation:	Port View Patient Participation Group
Contact Address:	[redacted]
Telephone Number:	
E-mail:	patient.voice@icloud.com
Status of Organisation:	Community Group
Charity/Company number n/a	
What geographical area does your organisation cover?	Saltash town and catchment area for Port View Surgery
How long has your organisation been in existence?	15 years

Please note that you may be asked to attend a meeting of the Policy and Finance Committee to answer questions about your application.

1. Organisation Background

Have you applied for a grant from Saltash Town Council within the last 5 Years? (Please list – continue on a separate sheet if necessary)	**Date Applied**	**Project**	**Amount Applied for**	Successful **Y/N**
	no			
Please list the aims and objectives of your organisation	Port View Patient Participation Group (PPG) is group of volunteer patients and carers who meet regularly with the Surgery to improve healthcare services and patient experience. The PPG acts as a 'critical friend' to the practice, offering feedback from patients on access, communication, and practice policies, whilst also acting jointly with Port View on wider health and care provision locally.			
What are the main activities of your organisation?	The PPG organises face-to-face meetings for our members (Port View patients), and with practice managers and medical staff. This has secured positive developments in the past, e.g. on the telephone system and plans for the new triage system. We are now piloting a quarterly newsletter to communicate the work of PPG and to widen engagement and participation. We also offer support to the Surgery, for example offering triage training to those unable to use this booking system and providing volunteers to support winter flu and covid vaccination clinics throughout the whole of October 2026. In conjunction with Saltash Health Centre PPG, we seek ideas at local events, i.e. at the Regatta and May Fair to enhance the input we provide to Cornwall NHS via the Health Action Group.			

	Yes / No or N/A
If application is for a School – Is, it for anything other than environmental purposes or a project that does not benefit the wider community and is not in addition to statutory services?	NO
If application is from an education, health or social service establishment – do you work in partnership with other groups?	YES
If application is from an education, health or social service establishment – is project in addition to statutory services?	YES

2. Your project

Project	**Start Date**	01 /01/2027
	Finish Date	01 /01/2029
	Total Cost	£ 930
	Grant Applied For	£ 930

Project title:	Two-Year Patient Participation Group Engagement Plan
Description of project (please continue on a separate sheet if necessary):	The core task is to produce and print a quarterly newsletter for the patients of Port View Surgery and members of the local community, Through these and related events, we hope to increase the understanding of the function of PPGs to residents of Saltash, increase our membership, and to secure a stronger voice for patients within the NHS. We want to convince local people that they can influence the way local services operate.

Where will the project/activity take place?	Regular PPG meetings in Saltash, combined with other sessions as opportunities arise. Newsletters will be distributed at clinics, community events, and in public places, eg the Library Hub.

Who will benefit from the project? (What groups will benefit and approximately how many people will benefit in total)	The people of Saltash, especially patients of Port View Surgery (approx. 7,097). We will not exclude further joint work with Saltash Health Centre PPG to widen our reach. There is already an informal link.
What evidence do you have that this project is required? (This might be survey work or statistical evidence)	Patient participation groups have been a statutory requirement of all Practices since April 2015 - which was part of the then government's aim to put the patient at the heart of everything the NHS does. This can easily be a "tick box exercise", but our work with Port View has progressed beyond that over the years, best illustrated by patients' ideas now incorporated into the triage system, especially for those patients unable or unwilling to use online access. Recent contact with patients has been very positive, highlighting the practical support given by reception staff when patients phone in.
What support have you received for this project? (Please tell us about any expressions of support you have received from outside your organisation Consultation with Community)	Port View Surgery paid for our pilot newsletter in September 2026. £90

How will the project be managed and how will you measure its success?	The project will be led by a core group of volunteer patients and success will be evidenced by improved participation and engagement of membership.
Please give the timescale and key milestones for your project, including a start date and finish date.	01.01.27 Production of a Winter Newsletter outlining seasonal surgery news followed by Spring, Summer and Autumn newsletters over 2 years. All reinforced at community events.
What arrangements do you have in place to ensure safeguarding of children and /or young people and/or vulnerable people? (Mandatory if your project involves working with this client group.)	n/a

3. How you will pay for your project.

What will the money be spent on? (Provide a full breakdown of project cost(s) identifying what cost(s) this grant would be spent on)	Printing newsletter, £95 x 8 editions (£760) and purchasing 2 banners at £85 each (£170) Total £930

How will you promote the contribution to your project from STC?	By adding 'Funded by Saltash Town Council's Community Chest' to both the newsletters and the banners and adding the modern version of the Town Council Logo.

Saltash Town Council considers Match Funding is extremely important. Please list any applications you have made for funding from other organisations in the table below:

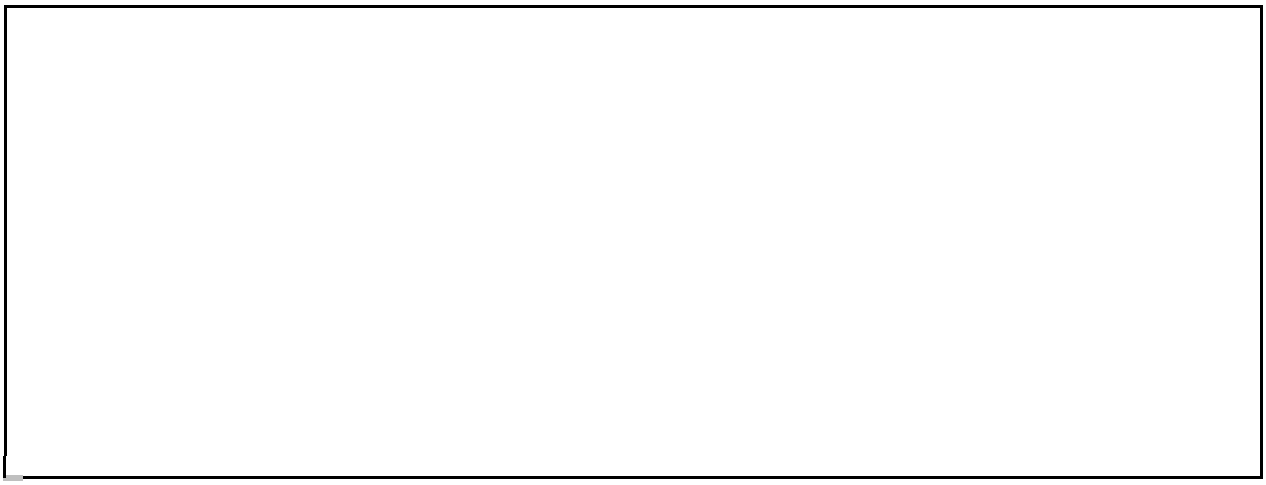
Organisation	**Contribution Sought** (£)	**Applied** (please tick as appropriate)	**Granted** (please tick as appropriate)
None yet but sponsorship and advertising are being considered at the end of 2 years so that our work can be self-funded			

Please confirm the bank account your project is using is in the project's name/organisation name	yes

4. Further information enclosed Checklist.

	Enclosed (please tick)
A copy of your organisation's most recent bank statements (mandatory).	New account, not yet available. Account is being set up
Copies of all relevant Employer's, Building & Public Liability Insurance Certificates & Title Deeds if appropriate (mandatory).	n/a
A letter head showing the organisation's address and contact details.	No letter head in use. Contact details as page 1.
A copy of your constitution and articles of association (or similar documents if the above do not exist, showing the organisation's status).	✓
A copy of your organisation's latest set of accounting statements (if any exist).	n/a
Copies of any letters of support for your project.	n/a
If your organisation has previously received a grant from STC please include a brief report and evidence of how you promoted the contribution from the Town Council.	n/a
A copy of your organisations Safeguarding Policy (if relevant).	n/a
Other (please list)	Copy of pilot Newsletter attached

If any of the above documents have not been enclosed, please give reasons why in the box below: n/a



5. Declaration by the applicant

I/we declare that, to the best of my/our belief, the information given on this application form and in any enclosed supporting document is correct.

I/we declare that, I/we have read the Town Council's Grants Policy and believe to the best of our knowledge, that we meet the criteria set out by the Policy.

I/we confirm that a risk assessment will be completed prior to an event granted funding by the Town Council.

I/we accept the following:

1. that any false information we provide, even if provided in good faith, may lead to the withdrawal of the grant offered;

2. that any grant offered will be used only for the purposes set out in this application;

3. that we will provide reports on progress at the request of the Town Council;

4. it is a condition of the grant that the support of the Town Council is clearly publicised.

5. that should any grant offered not be used in accordance with the terms and conditions set by the Town Council, we undertake on behalf of the organisation to repay the outstanding amount to the Town Council on demand.

6. Saltash Town Council will use successful grant applications to publicise the Community Chest and Festival Fund.

I/we confirm that on completion of the project the following will be provided within one calendar month:

- a report including photographs to the Town Council demonstrating how the grant was used;
- evidence showing how the support of the Town Council was promoted;
- copies of all receipts.

NOTE: You will be notified whether your application has been successful shortly after the relevant Town Council meeting.

Signed:	[redacted]		
Print Name(s):			
Position(s):	**PPG Secretary**		
Date:	27 October 2026		

Applicants should refer to the Privacy Notice on the Town Council Website www.saltash.gov.uk for details on how we use your data.

COMPLETED FORMS SHOULD BE RETURNED TO:
The Town Clerk, Saltash Town Council, The Guildhall, 12 Lower Fore Street, Saltash PL12 6JX Email: enquiries@saltash.gov.uk

OFFICE USE ONLY:

Date received	
Received by:	
Application Reference:	
Date to P&F Chairman/Vice Chairman	
Approved to go to Committee	

Committee Date	
Decision/Minute number	
Amount awarded	
Application refused by P&F Chairman or refused by Committee	
Appeal notice issued	
Appeal received	
Approved for Committee	
Decision/Minute number	

Port View Surgery Patient Participation Group

Our Constitution (Revised 2026)

The purpose of Port View PPG

The PPG exists to strengthen the partnership between patients and Port View Surgery by:

- Sharing the experiences, interests and concerns expressed by patients and their carers
- Providing feedback to the practice on current procedures and proposed new developments.
- Working collaboratively and positively with the practice to improve services and facilities for patients, and acting as a sounding board for practice staff on issues likely to affect patients.
- Improving communication between the practice, its patient population, and the wider community
- Acting jointly with the Practice to influence local provision of health and social care.

Membership and meetings of PPG

Membership is open to all registered patients of Port View Surgery.

The PPG will hold no fewer than four meetings per year attended by Port View staff who will:

- Provide updates on the practice, with occasional inputs on staff roles
- Outline important changes being considered
- Respond to issues raised by patients

There will be a **core group** of patients who will attend as many meetings as possible. The core group may additionally meet informally to plan wider patient engagement and prepare for formal meetings.

Other patients may participate by opting to receive PPG information without attending meetings. These members may raise issues or submit comments for consideration by the core group.

Agendas of meetings will be circulated by the Secretary at least one week in advance. Comments, proposals, and suggestions submitted by non-attending members will be included for consideration.

The Chair will determine whether a meeting is quorate, taking into account:

- The opportunity all members have had to comment in advance
- The nature and importance of any decisions required

Annual Meeting

One of the four yearly meetings will be designated the Annual Meeting, and normally held each September.

At this meeting the PPG will appoint, as deemed necessary:

- Chair
- Deputy Chair
- Secretary
- Treasurer

There is no maximum term for these roles. They will liaise with Practice Management between meetings.

The PPG will agree its priorities for the year ahead and identify actions required. Small working groups may be established to progress specific priorities.

The Constitution will be reviewed annually. Proposed amendments must be submitted to the Secretary at least one week before the Annual Meeting.

Confidentiality

Members must respect any confidentiality in matters considered by the PPG. The Chair or Port View representatives will identify where confidentiality must be applied.

Conduct

Meetings aim to generate constructive conversations between patients and the Practice, and therefore must not to be used to raise personal medical issues or complaints, nor to air party political views.

Port View Surgery, Saltash

Patient Newsletter – Autumn 2026

written by patients for patients

In This Issue:

- Welcome!
- What is the Patient Participation Group (PPG)?
- Making an Appointment
- Missed Appointments: Why It Matters
- Need Help Booking?
- Meet The Team: Staff Updates
- Covid and Flu Vaccinations
- MMR Vaccinations
- Pharmacy First: Fast, Friendly Help
- Happy to Chat Benches

Port View Surgery

Higher Port View
Saltash
Cornwall
PL12 4BU
Tel: 01752 840115
Out of hours 111

https//:portviewsurgery.co.uk

Welcome!

We're excited to bring you the latest updates, tips, and community news from the surgery's PPG. Our goal is to keep you informed and supported - whether you're booking an appointment, looking for advice, or just want the latest information.

What is the Patient Participation Group (PPG)?

The PPG is a group of friendly volunteers, patients just like you, who meet regularly to support Port View Surgery and help improve services. The PPG listen to patients' feedback working closely with the surgery team. Interested in joining or learning more?

Email us at **patient.voice@icloud.com**. Your voice matters!

Making an Appointment: The Triage System

Booking an appointment is now made through the triage system. All requests are reviewed by a clinician to make sure you get the right care, quickly. Here's how it works:

- **Online:** Complete a 'Patient Triage' form via the NHS app or Port View Surgery website.
- **No Internet?** Call the surgery and the reception team will help.
- **Quick Response:** You'll hear back within one working day. Urgent requests (before 12 noon) are handled the same day. Home visit requests (for housebound patients) should be made before 10:30am.
- **Need help?** The PPG is running friendly sessions to show you how to use the new system — no question is too small!

Missed Appointments: Please Let Us Know!

Did you know that every missed appointment means someone else misses out? If you can't make it, please cancel by replying to your text, using the NHS app, Port View Surgery website, or by phoning. Your missed appointment could be used by someone who needs to be seen urgently. In July, 83 appointments were not attended and weren't cancelled. Let's help each other get the care we need!

Need Help Booking?

Confused by the NHS app or the surgery website? Struggling to book online? We're here for you! The PPG is offering free, friendly sessions to guide you through the process.

Help is available.

Email **patient.voice@icloud.com** to find out more.

Staff changes at Port View Surgery

The PPG is delighted to learn that after Dr Webster-Harrison's retirement, there have been new appointments, and surgery now has its' full quota of doctors.

- Dr Shilpa Matthew (Senior Partner)
- Dr Christopher Booth (Partner)
- Dr Alexis Wain (Partner)
- Dr Sarah Boehm (Salaried GP)
- Dr Babatunde Olaawo (Salaried GP)

Look out for more about Dr Wain and Dr Olaawo in our next issue!

Covid and flu vaccinations

Covid and flu vaccinations will soon be available at Port View Surgery. If you are eligible, the surgery will be in touch to let you know when you can book your appointment.

MMR Vaccinations

Measles cases are increasing, but two doses of the MMR vaccine provide the best protection against measles, mumps and rubella. The vaccine protects your child and the community. Contact the surgery if your child is not up to date with their immunisations.



Pharmacy First: Fast, Friendly Help

Did you know your local pharmacist can help with many common conditions - no appointment needed? From sore throats to blood pressure checks, pharmacists are trained to diagnose, treat, and refer if needed. Just ask at the counter for a private chat.

In Saltash, we have;

- Boots Pharmacy Saltash Fore Street Phone: 01752 847707
- Saltash Pharmacy Saltash Pharmacy — Healma Phone: 01752 842013
- Tamar Pharmacy Tamar Pharmacy — Healma Phone: 01752 842606

Happy to Chat benches

Feeling lonely or just fancy a chat? Visit one of Saltash's five 'Happy to Chat' benches. Sit down, say hello, and connect with your community. Each bench has a QR code for extra support services. Locations include Lower Fore Street, Jubilee Green, Churchtown Cemetery, St Stephens Road, and the Cornish Cross.