



PPG Meeting Minutes - 23/06/2026

Welcome & Apologies

Apologies received from Jackie. Rachel sent Teams invite.

New member: Patient signposted from GP, keen to join, unable to attend this meeting but will attend the next.

Another potential member (re: bike racks) was invited but unable to attend this meeting.

Minutes of Last Meeting

Actions reviewed and completed:

- COVID vaccine clinic was successful, ran as an entirely nurse-led clinic.
- NAPP discussed. Proposal for PPG discussed with partners; they requested a proposal outlining benefits.
- Provision of dermatoscope at Saturday clinics clarified: responsibility of Tri Locality Care

Open Forum

Consent for COVID/RSV vaccinations: Discussed challenges with non-clinical staff (HCA, receptionists) being unable to consent patients. Explored options like bulk consent talks or text messages, but identified issues with patient confidentiality and ability to ask questions. The current system requires a clinician to consent, which is a barrier for larger cohorts. The issue is being explored with other practice managers.

Receptionist providing medical advice: A member raised a concern about a receptionist looking at a rash and making a diagnosis. This will be addressed.

Missed appointment: A member reported receiving a text about a missed appointment for a Doppler scan they had not booked. This will be investigated.

Appointment booking difficulties: Members raised difficulties booking appointments, particularly with popular GPs. Explained the appointment booking system, which releases ~50-60 appointments daily at 11 am. Urgent appointments are predicted based on a rolling four-week average. The use of locum GPs to manage urgent demand was mentioned. The NHS App can be used to book appointments.

Car park misuse: Members raised concerns about non-patients parking in the surgery car park. The practice is actively issuing tickets via a car park company, which can pursue debt recovery. A specific issue with a red Jeep was noted.

Practice Update

Nursing Team:

Nurse Ellie has relocated; replaced by Nurse Esme. Esme will be training in asthma

management.

A Nursing Associate (NMC registered) is joining in mid-July from Livingwell. Will be able to perform smears, baby immunisations, wound care, and consent for vaccinations.

Nurse Ashlee has returned from maternity leave.

GP Team:

Dr. Sam Duke (trainee GP) will join as a salaried GP in August.

Dr. Le Grice and Dr. Palacci will return from maternity leave in October. Dr. Le Grice is currently covered by Dr. Hill (salaried GP).

Two-site working:

Now have six rooms at Eastleigh Health Centre.

Plan to operate both sites (St Andrews and Eastleigh Health Centre) with urgent and nursing care from the end of summer.

Work is underway to ensure both sites have appropriate emergency equipment (e.g., ECG machine, emergency drugs) and nursing supplies (e.g., syringes, dressings).

A new wound care couch/podiatry chair has been purchased for the nursing team to assist with patients with heavy legs and also serves as a bariatric bed.

CQC Preparation:

Attended a CQC training day with Dr. Muhlemann

Focus on improving documentation of care provided and audits (e.g., hand hygiene).

Working on creating one-page Standard Operating Procedures (SOPs) from long policy documents using an AI tool (Copilot).

Core Values Project:

A project is underway to define the practice's core values, led by a group including a GP, nurse, receptionist, and PCN member.

Patient Engagement:

Discussed ways to improve patient engagement, including QR code surveys, a tablet for feedback in the surgery, and social media presence.

Website:

The current website is outdated and difficult to manage. A project has been given to the PPG to audit the website's usability.

Bike Racks Project

A patient, Richard, has proposed installing bike racks at the surgery.

Initial suggestion for the car park was declined as the land is rented from the council.

The best location identified is outside the front of the surgery, near the railings.

Plan is to install Sheffield stands (floor-mounted) if funded by the council. If not, wall-mounted stands will be considered.

PPG members agreed to support the proposal to the council on their behalf.

Next Meeting

Date: 15/09/2026

Location: Salvation Army on Blenheim Road.