

Horndean Surgery

Patient Participation Group Committee Meeting

Minutes of Meeting held at Horndean Surgery 12.05.2025

Members Present: TB (chair), JF (secretary), AS, PK, SL,

Practice Partners Present: Dr ZH, JS,

Apologies: AM, JT, Dr CM, TH.

Item:		Action:
1	<p>The previous meeting minutes were agreed with no amendments requested.</p> <p>Update on actions from the previous meeting:</p> <ul style="list-style-type: none">• TB asked if the email had been sent to the virtual PPG on the use of the Heidi Software. JS confirmed this has not been sent as currently, only Dr CM is using this tool to evaluate its benefits to the Surgery. Dr ZH said he is due to start using this soon and if a decision is made to start using this as a permanent tool, then an email will be sent. Dr ZH confirmed that all patients must agree to its use during their consultation too. <p>No AOB items recorded.</p>	
2	<p>Update from the Practice:</p> <ul style="list-style-type: none">• A new PCN funded Paramedic joined in April, Emily is an additional post to support those already at the Practice. Her role is as a dedicated resource to the Surgery rather than rotating across multiple practices. Once the Advanced Practitioner Course is completed, she can then also issue prescriptions to patients rather than having to pass this task onto a GP. Dr ZH said that as a Practice which is heavily involved in teaching and learning there are currently 3 Registrars currently working at the Surgery, with 2 of those roles completing in August. We also have Dr Northwood who is a military registrar and now that Dr Jelena has returned from maternity leave the reliance on locums will hopefully be hugely reduced. JS reported that the appointments volume ratio per 1,000 patients exceeds the national NHS benchmark with most face-to-face appointments now being offered within 1-3 days at the time of request.• There are now 7,000 patients registered at the Surgery which exceeds the volume expected when the new building was completed, however JS said they are not	

	<p>expecting capacity at the surgery to be compromised as there is capacity to expand virtually, by bringing rooms currently being used to generate funding income back into use by the Practice. Income generation by room letting has been necessary to support costs as the building is not fully NHS funded. AS asked if the additional funding the new patients bring to the Surgery helps to offset some of these costs, Dr ZH said that all additional funding is ploughed back into the Practice and used to employ additional staff members, both clinical and administrative, to support the growing number of registered patients.</p> <ul style="list-style-type: none"> • JS said that the National GP Survey results are expected in July so these will be reported at the next committee meeting in September. The Surgery have also sent surveys to some patients following a GP visit, 161 responses have been received with 94% positive returns. 	
3	<p>Actions from the PPG Sub-group meeting:</p> <p>PCN PPG Meeting:</p> <ul style="list-style-type: none"> • The PCN PPG meeting was attended by SL & JF where the Live Longer Better Campaign was introduced. JF asked for the Surgery’s views on training one of the PPG team to become a Falls Advisor as suggested at the meeting. JS and Dr ZH share concerns on this initiative from a medical and legal perspective so will discuss this directly with Emma Lance from the PCN. • JS said that following the meeting she had received some great feedback on the Horndean PPG from other local GP practices on how well we all actively work together. <p>EOL Care:</p> <ul style="list-style-type: none"> • AM’s article was published on the website and on the Facebook page to support Dying Matters Week. JS has arranged for an additional tile to added as a permanent item on to Horndean Surgery Website, this can be found under “Health Conditions” from the main website page. This allows a more comprehensive resource library to start to be built to support patients and their families. <p>Suggestion Box:</p> <ul style="list-style-type: none"> • Two submissions were in the box, one relating to use of mobile ‘phones in the waiting area. This comment was left with the Practice for consideration. And the other 	

	<p>stated “You are amazing”, will be passed on to the Practice staff.</p> <p>Newsletter:</p> <ul style="list-style-type: none"> • JS asked if the Surgery social media links could be added to the Newsletter, JF will add the links and forward to JS for adding to the PPG area of the website so that the link can be forwarded to all patients via SMS. <p>Waiting Room TV Screen:</p> <ul style="list-style-type: none"> • TB asked if the screen has been fixed, JS replied this is still work-in-progress as all attempts to repair the screen have been unsuccessful, but work is still on-going. <p>Virtual PPG:</p> <ul style="list-style-type: none"> • TB asked if we could email the VPPG directly from the NHS email accounts we now hold. JS said that due to data protection they are not able to pass over patient data. TB asked if the VPPG could be contacted prior to the PPG committee meeting dates and asked if they had any agenda items they would like raised. JS said this could be done and could include the PPG NHS email accounts for patients to choose if they wish to make contact. JS asked that patients should be reminded not to include any personal medical information, TB assured the Practice that if this happened it would be passed to the Practice immediately. <p>Neighbouring PPGs:</p> <ul style="list-style-type: none"> • TB asked if the Practice had any concerns with us contacting our neighbouring PPG groups, to share ideas and encourage joint working (for example on delivering any health awareness sessions). JS said that the Practice have no objections in principle, but this is what the PCN PPG meetings should be developing, JS shared copies of the first PCN PPG Newsletter from Emma Lance which is sent to all East Hants PPG groups via their Practices to foster closer working. <p>Use of the NHS App:</p> <p>JT has offered to deliver training sessions to patients on how to use the NHS App, the Practice is very keen for these sessions to run and suggested the PCN may be able to support this too. To discuss at the next sub-group meeting.</p>	
5	<p>AOB:</p> <ul style="list-style-type: none"> • PK asked where we are with the “wish list”, TB said this will be revisited at the next sub-group meeting to see if anything corresponds with any upcoming NHS awareness days or weeks. 	

	<ul style="list-style-type: none"> • Dr ZH said that the Practice have been very active in recording short videos for the NHS social media pages, for example Bernie our ANP has recorded a piece to support International Nurses Day on when patients will be seen by a nurse at the Practice, both Drs ZH and CM have also recently recorded articles along with Dave the Practice Paramedic. Dr ZH asked if any of the PPG would like to record an article on being part of a PPG, this will be discussed at the next sub-group meeting. 	
7	<p>Date & Time of Next PPG Meeting: Monday 8th September 2025 @ Horndean Surgery, 17:50 for prompt 18:00 start.</p>	