

Horndean Surgery

Patient Participation Group Committee Meeting

Minutes of Meeting held at Horndean Surgery 08.09.2025

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

Practice Partners Present: Dr ZH, Dr CM, JS

Apologies: AM, AS, JT, TH.

Item:		Action:
1	<p>The previous meeting minutes were agreed with no amendments requested.</p> <p>No outstanding actions from the previous meeting:</p> <p>AOB items recorded.</p>	
2	<p>Update from the Practice:</p> <p>JS reported that the TV in the waiting area is now fixed and working.</p> <p>Flu clinics are starting on 4th & 11th of October, 9 am - 1, patients will also be able to receive the Covid vaccine at the same time. Bookings are going well with both clinics nearly full, further clinic dates will be released soon to include some weekdays. Volunteers from the Committee would be welcome, need 2 per date and if the whole 4 hours is too much then 2-hour slots would be gratefully accepted. Please send names to JF.</p> <p>2 new GP registrars will be starting at the practice in August as part of their GP training.</p> <p>Dr CM is still using the Heidi software, but it is not quite ready for wider use, Accurx now has similar functionality so this will be trialled too.</p> <p>Dr ZH reported further new online services are now available such as a respiratory testing for asthma and cholesterol jabs.</p> <p>TB asked if the Practice are concerned regarding Practice resources and building capacity being able to cope with the volume of new houses being built in the area. JS said that there is an expected ratio of 2.65 occupants per home of the 800 new homes currently expected to be built, so the Practice is anticipating 3/400 new patients to be registered. Current registration are approximately 7,100 patients which is higher than the Practice anticipated at this time when the new Surgery was planned, but the building has capacity to increase the number of consulting room by changing room usage in some areas. At this time, they are comfortable that they can cope</p>	All

	<p>with the demand as up to 2,000 new patients can be accepted by the Practice, but this is under constant review to understand if additional clinical and non-clinical staff will need to be recruited.</p> <p>Dr ZH said that the Practice are delighted that Bernie has been selected as the face of the “It takes a team to look after a community” initiative.</p> <p>PK said how impressive the Practice results were on the national GP survey, JS said that they were really pleased to be recognised so positively by the patients, JS said that they also send monthly questionnaires to “friends and family” who have recently visited the Practice where the results are consistently positive.</p>	
3	<p>Matters arising from the PPG Sub-group meeting:</p> <p>Suggestions Box: A further note of praise for the Practice was received; JS will pass this onto the rest of the team within the Practice.</p> <p>Use of the NHS App: TB reminded the Practice that JT is keen to deliver some support sessions with the help of some of the other committee members, the Practice are happy for these to proceed but work still needs to be done as to how these are marketed and structured.</p> <p>Oral Cancer Awareness Month: AS has provided some sample posters and facts to support Oral Cancer Awareness month which is November. AS has also offered to produce a video for use on the waiting room TV screen and for hosting on Facebook. She will send the draft script to the Practice for approval prior to recording. Dr ZH said that he can approach the NHS team who produce the role specific content for social media release who can support the recording and editing of the video for us; and this can then be used more widely to support this campaign. The posters will be sent to the Practice with the accompanying wording in October for publishing during November. AS has also offered to run a drop-in session on oral health during November at the surgery during a Saturday morning clinic session. An article on oral cancer awareness will also be included in the next Newsletter.</p> <p>Newsletter: Articles to include: vaccinations, (flu, covid, RSV etc), oral cancer awareness, surgery opening times and booking appointments plus reminder of the appropriate timing for ordering repeat medication.</p>	<p>JT</p> <p>AS</p>

	<p>JS agreed that the newsletter can be added to community noticeboards as long as they stay within the boundaries of the Surgery's catchment area.</p> <p>MMR Vaccines: PK showed the poster she has created to support the MMR vaccines, JS said this can be laminated and placed on the noticeboard in the waiting area.</p> <p>PCN: TB asked if the Practice are happy for us to advertise the PCN led sessions which take place in the community, JS said she is more than happy for this to happen, JF to contact Emma for session details and these can be added to the newsletter.</p> <p>Live Longer Better: TB raised the newsletter sent by Havant Borough Council advertising the sessions being held at Staunton Park Gardens and asked if the Practice would support raising awareness of these, JS confirmed that the Practice would be very supportive of this as the Practice patient base spans both East Hants and Havant council residents. JF or TB to forward to Tom for sending via Accurx.</p>	<p>JS</p> <p>JF</p> <p>JF/TB</p>
5	<p>AOB:</p> <p>TB raised the following questions submitted from the virtual PPG members:</p> <p>Would the Practice be willing to run a first aid training week and create a list of local first aid responders?</p> <ul style="list-style-type: none"> • Due to insurance purposes the Practice would not be able to hold these sessions, and first aid responders do not fall within the remit of a GP surgery. St Johns Ambulance deliver public training sessions which people can enrol onto, they also have a selection of online courses which the public can access. <p>Will the Practice be offering the new CT scan instead of blood tests for PSA screening?</p> <ul style="list-style-type: none"> • GPs are unable to request CT's or MRI scanning without a hospital consultant referral so patients should still continue to speak to their GP regarding any symptoms or concerns they may be experiencing, if appropriate, further investigations will be arranged by the GP. <p>Will the Practice be offering flu jabs on weekdays?</p> <ul style="list-style-type: none"> • Yes, further clinic dates will be released shortly which will include Wednesday sessions for late October onwards. 	

	<p>Why do the VPPG only receive sporadic information?</p> <ul style="list-style-type: none"> The PPG committee are very keen to work more closely with the virtual group members so in future the VPPG will be contacted prior to every committee meeting to seek any questions which can be raised at the meeting. The committee encourage and welcome all VPPG members to ask any questions or send comments and suggestions which can be discussed directly with the Practice. <p>Could the Practice make patients more aware of how to book appointments and the different ways these can be booked?</p> <ul style="list-style-type: none"> This information is available on the Surgery Website but will be included as an article in the next newsletter. <p>A further question was received concerning a patients care experience, this has been reviewed by the Partners, and the patient will receive a direct response.</p> <p>TB will respond to all VPPG members who submitted questions.</p>	TB
7	<p>Date & Time of Next PPG Meeting: Monday 10th November 2025 @ Horndean Surgery, 17:50 for prompt 18:00 start.</p>	