

# Horndean Surgery

## Patient Participation Group Committee Meeting

Minutes of Meeting held at Horndean Surgery 10<sup>th</sup> November '25

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

**Practice Partners Present:** Dr ZH, Dr CM, JS

**Apologies:** JT, TH

Item:		Action:
1	<p>The <b>previous meeting minutes</b> were agreed.</p> <p><b>Update on actions from the previous meeting:</b></p> <ul style="list-style-type: none"> <li>Support for flu clinics – PK asked if there was a way of mitigating the long queues which occur for the first hour of the first session. JS said this is a historical issue and seems to only ever be on the first day. This is usually caused by people coming very early for their appointments and may be from when the flu clinics were “first come first served”, the limited parking may also be a factor. Reminders will be added to the appointments, asking patients to only attend at their allotted appointment time with a reminder that the doors will only open at 9am. <b>Item complete</b></li> <li>Live Longer Better Campaign – <b>Item complete</b></li> <li>Use of the NHS App – <b>update to follow</b></li> <li>Oral Cancer Awareness Month – <b>update to follow</b></li> <li>MMR Vaccine Poster – <b>update to follow</b></li> <li>PCN led sessions advertising – <b>update to follow</b></li> </ul> <p><b>No AOB items recorded.</b></p>	
2	<p><b>Update from the Practice:</b></p> <p>Dr ZH said that the Mouth Cancer Awareness video produced by AS has been forwarded to the ICB for potential wider use to raise awareness of this topic. The feedback from the Practice was overwhelmingly positive and everyone loved how clear and jargon free the video was. If the video is used by the ICB then formal consent will need to be given by AS.</p> <p>The physiotherapist currently funded by the PCN will be moving from the Practice in February, a new post holder will be recruited to work alongside the surgery funded post so there will be no reduction in available resources.</p>	ZH

	<p>JS said that the Social Prescriber working in the Surgery has been off unwell for the last 3 months, the work is currently being covered by Emma from the PCN.</p> <p>Flu clinics are continuing to be run ad-hoc until the end of the year, these are smaller sessions either at the end of normal clinic times or Saturday mornings and do not require any additional support.</p> <p>As not all the space in the Surgery is NHS funded an application has been forwarded to the ICB and others for additional funds to support the running costs of the building. If the application is approved, then a review of the building space will be completed to enable the increase in registrations from the 7,200 patients currently enrolled at the Practice.</p>	
3	<p><b>Matters Arising from the PPG Sub-group Meetings:</b></p> <p>TB said that the Target Training information on the Website is out of date, JS said she would get this amended and the new dates advertised instead.</p> <p>TB also asked if there were any topics the PPG could work on for their next campaign. Dr CM said that it would be good to have a campaign which highlighted the support available to Veterans, for example on PTSD, Mental Health Support (Courage agency). Dr CM will forward information to TB for us to work on. AM also said that she can speak to the Veteran Support team at QAH when she is next volunteering there to see if they have anything we can use.</p> <p><b>Suggestion Box:</b></p> <ul style="list-style-type: none"> <li>A further patient message has been received praising the staff at the Surgery, JS said she will make sure this is shared with everyone as they are great morale boosters to the team.</li> </ul> <p><b>NHS App:</b></p> <ul style="list-style-type: none"> <li>JT will bring a proposal as to how the sessions will be led to our next meeting. JF asked if the Digital Champion had delivered any sessions at the Surgery as we were told at the PCN PPG meeting that this had taken place. JS said that no sessions had been delivered, JF to check with Emma at the PCN.</li> </ul> <p><b>Oral Cancer Awareness:</b></p> <ul style="list-style-type: none"> <li>Video is now on the screen in the Waiting Room and has been posted on Facebook, Posters have been displayed in the Waiting Room and will be posted on Facebook weekly.</li> </ul> <p><b>MMR Poster:</b></p>	<p>JS</p> <p>CM</p> <p>JS</p> <p>JT</p> <p>JF</p>

	<ul style="list-style-type: none"> <li>This is on the noticeboard, Dr ZH also added that two patients had been videoed to support this campaign from within the Surgery with the poster clearly displayed behind them, they may or not be used more widely once the final editing has been completed.</li> </ul> <p><b>Newsletter:</b></p> <ul style="list-style-type: none"> <li>This is also now on the noticeboard and will be sent to all VPPG members but may not be possible to forward to all patients due to the volume of texts required.</li> </ul> <p><b>PCN Led Sessions:</b></p> <ul style="list-style-type: none"> <li>SL and JF attended the last PCN/PPG meeting and asked if we could help to market the PCN sessions run in the local community from their website, these have not been easy to find so JF will ask Hannah to forward the information separately. JF also said that there seemed to be some confusion around the Surgery's concerns over a PPG member receiving training to become a Falls Champion, JS said that a name had been put forward but this would probably be part of the Social Prescriber role at the Practice. SL asked if the PCN meet with all the local Surgeries, JS said that the Practice Managers and GP's meet monthly with the PCN.</li> </ul>	JF
5	<p><b>AOB:</b></p> <p>TB presented the questions from the VPPG members summarised below:</p> <ul style="list-style-type: none"> <li>Can health related businesses advertise in the Surgery such as fitness, nutrition, pilates etc. Could a display board be used to advertise these services with a disclaimer from the Surgery with parameters around location, qualifications and insurance? <ul style="list-style-type: none"> <li><i>The Surgery are not legally able to advertise or promote any non-NHS businesses or services therefore this would not be possible. They are also not allowed to recommend any private service providers to patients. The Practice suggested the use of public noticeboards in the community some of which are located close to the Surgery premises as an alternative.</i></li> </ul> </li> <li>Does the Practice have a process for handling a dementia diagnosis for patients and their family if they suspect a relative was displaying signs and symptoms. Do the Practice have any statistics on their patients' demographics or an idea of the number of patients expected to receive this diagnosis in the future?</li> </ul>	

	<ul style="list-style-type: none"> <li>○ <i>The Surgery do have several patients with this diagnosis but at Horndean this is lower than the national average. <b>All patients and their families are encouraged to discuss any concerns directly with their GP so that an accurate diagnosis can be made.</b> If appropriate a referral will be made to the Memory Clinic for a memory function test. All patients with cognitive decline are assessed annually by the Practice and re-referred to the Memory Clinic if required.</i></li> </ul> <p>The group agreed that Dementia would be a good topic for both the next Newsletter and for a campaign moving forward.</p> <ul style="list-style-type: none"> <li>• Sending thanks to all front-line staff for their empathetic and sensitive approach to handling interactions both personal and observed, this includes all Drs, nurses and professional staff. Also, appreciation for being able to get blood tests completed at the Surgery rather than travelling to QAH or Petersfield, Permission given to share this feedback. <ul style="list-style-type: none"> <li>○ <i>The Surgery were very pleased and grateful to receive such fabulous feedback, JS and Tom will share this with the whole team.</i></li> </ul> </li> </ul> <p>TB to respond directly to all VPPG members submitting questions.</p>	TB
7	<p><b>Date &amp; Time of Next PPG Committee Meeting:</b>  Monday 9<sup>th</sup> February 2026  @ Horndean Surgery, 17:50 for prompt 18:00 start.</p>	