

Horndean Surgery

Patient Participation Group Committee Meeting

Minutes of Meeting held at Horndean Surgery

9th February 2026

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

Practice Partners Present: Dr ZH, Dr CM, JS

Apologies: AM, JT, TH

Item:		Action:
1	<p>The previous meeting minutes were agreed.</p> <p>No actions from the previous meeting:</p> <p>No AOB items recorded.</p>	
2	<p>Update from the Practice:</p> <p>JS reported that a new registrar has joined the practice for an 18-month period and that Sal has an extension at the Practice until August '26.</p> <p>In addition, a new salaried GP postholder has been appointed who will hold 4 x sessions over 2 days a week.</p> <p>A 1st Contact Physiotherapist is now in post 1 day a week, and the social prescriber post is still being covered by Emma from the PCN until the postholder returns from sick leave.</p> <p>JS also reported that the recent CQC Inspection went very well from the Practice's perspective, but the formal report and rating is overdue and expected anytime.</p> <p>Dr ZH said that the Practice is engaging in the Proactive Care Management Scheme which is aimed to improve the outcomes for patients over the age of 75 who meet the criteria of having at least 2 specific medical conditions to reduce the need for them to go into hospital care. 43 patients have been identified; these patients will receive a clinical review and access the social prescriber to pick up early signs of any changes in their health. Last year Horndean Surgery were the "best in the Region" saving over 200 hours of clinical time.</p> <p>Dr ZH said the Practice is always very active and participates in all initiatives and campaigns it can to improve patient care.</p> <p>Dr ZH also reported that the Practice have purchased a new device which will improve the diagnosis of Asthma, the device can be used on anyone over 6 years of age.</p>	

	<p>Dr CM has written to our local MP as four out of five of the last GP trainees who have been supported by the Practice have emigrated to Canada to practice post qualifying. Dr CM explained that there are no financial or contractual penalties for newly qualified GPs who wish to emigrate overseas after completing their training within the NHS. As the number of medical trainees who come to the UK to receive GP training from the NHS and then take their skills elsewhere is increasing, this will impact the availability of qualified GP's and succession planning for the future.</p>	
3	<p>Actions from the PPG Sub-group meeting:</p> <p>TB reminded the Practice that the Christmas opening times are still on the Website, JS said she will ask TH to remove them.</p> <p>Suggestion Box:</p> <p>TB has passed the “thanks to the Practice” items to JS so that the team can be aware of how much their work is appreciated by patients.</p> <p>Veterans Campaign:</p> <p>TM has spoken to the Veteran’s lead at QAH who has said the Practice should have a named contact. This is Dr CM but she said that she did not want “not knowing a name” to be a barrier to anyone needing help. Suggestion was to add an item to the next Newsletter signposting to the Website for support available to Veteran’s and their families.</p> <p>NHS APP:</p> <p>TB asked if the Practice could confirm which technology it would prefer patients to use.</p> <p>e-Consult is available but not encouraged as the Practice would prefer patients to directly contact the Practice as Horndean do not have the delays with patients ‘phoning the Practice which other Surgeries have.</p> <p>Patients Access is available and used by some patients as this was in use before the NHS App which was primarily developed during COVID as a tracking and reporting tool. As Patient Access is from an NHS software supplier this in time may be replaced.</p> <p>The NHS App is also used by some patients and has more features than Patient Access as the NHS runs this application, the functionality available is increasing along with the reliability too.</p> <p>TB shared the user guide idea for ordering repeat prescriptions which has been created for feedback from the Practice. JS asked if the PDF file could be sent so that reception could send to the patients who need help with this.</p>	<p>TH</p> <p>AM?</p>

	<p>TB asked if the guides could be sent to patients more widely JS said there is a limited budget for the use of Accurx and the clinical messages need to take priority so agreed these would be hosted on the Website and on FaceBook.</p> <p>Agreed approach would be to produce short, (ideally single page), user guides on: downloading the App, viewing test results, setting up proxy access and cancelling GP appointments.</p> <p>Sessions could be held for those requesting and booking face-to-face support either on Saturday mornings or Thursday evenings when the Practice is open.</p>	JF
5	<p>AOB:</p> <p>TB asked if the responses to the questions from the VPPG could be forwarded to him so that he could back to those who submitted questions. JS said these will be sent as soon as possible.</p> <p>JF asked if the dates for the Committee meetings could be confirmed for the coming year – agreed dates are:</p> <p>11th May 2026 14th September 2026 9th November 2026 8th February 2027</p> <p>All will be held at the Horndean Surgery, 17:50 for an 18:00 start.</p>	
7	<p>Date & Time of Next PPG Meeting:</p> <p>Monday 11th May 2026 @ Horndean Surgery, 17:50 for prompt 18:00 start.</p>	