Horndean Surgery

Patient Participation Group Committee Meeting

Minutes of Meeting held at Horndean Surgery

14th September 2026

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

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

Apologies: AM, AS, PK, TH.

Item:		Action:
1	The **previous meeting minutes** were agreed. **No actions from previous meeting.** **No AOB items recorded.** The group extended their thoughts and condolences to AS following a family bereavement.	
2	**Update from the Practice:** The winter flu jab sessions scheduled for the 3rd & 17th October are fully booked. If there are any committee members who are available to support with marshalling on the dates then this would be appreciated. TB will forward names of any volunteers to JS. JS reported that one of the salaried GP's will be leaving the Practice in November due to a family relocation, however a new GP will also be starting in November delivering 4 sessions a week as an additional post. The Practice will be looking to recruit to the vacant GP post soon. JS said that due to the continued pressure on rooms in the Practice the meeting room is to be remodelled into a new consulting room and additional admin space towards the end of this year. This means the PPG may need to relocate their meetings elsewhere or change the timings. Dr ZH said that the Practice is also continuing to seek to sign up to other services available to expand the range of health care services delivered at the Practice. Update from the PCN, Emma Lance has now left her role to take up a new opportunity at the Grange and the new Business Manager is Zoe Hepper who started her new role 2 weeks ago.	

	TB asked about the TV in the waiting area which seems to not be working again, JS replied that they have had ongoing issues with the software and she will raise this with TH when he returns from annual leave.	
3	**Actions from the PPG Sub-group meeting**: **Suggestion Box:** No items in the suggestion box. **NHS APP:** Dr ZH said that there is currently a promotion campaign being run by the NHS to promote use of the NHS APP which is continuing to evolve with new features being added. **Newsletter** JF handed round the latest version of the PPG newsletter for approval, a PDF copy will be sent to JS for publishing on the Facebook page and for display on the noticeboard. **Monthly Health Themes:** TB asked if the Practice would like the group to develop any materials relating to specific monthly health themes and if any directives are sent from the NHS to the Practice for promotion. Dr ZH replied that the themes come mainly from the ICB Comms Team and where appropriate the PPG would be welcome to support these campaigns. The Hants & IOW Integrated Care Board have a Facebook page which can be used to find out more. As an example, following a campaign relating to Children's Flu Vaccines the take-up rate has improved by 55%. **VPPG Questions** 3 items were received from the Virtual PPG Members, these are summarised below: 1. **Question relating to automatic renewal of repeat patient medication, can this be automated rather than patients having to request eg. monthly?** There is an option for Electronic Repeat Dispensing (ERD) to be set up with the assigned pharmacy. This needs to be requested through the Practice and can be set up for a maximum 12-month period with a bi-monthly dispensing frequency. This depends on the medication review dates, as if the medication review is due in 6 months, then the ERD can only be set for a 6-month period, the dispensing frequency remains unchanged and is always bi-monthly. 2. **A request that all clinical staff read through patient notes to understand why they are attending an appointment rather than ask the patient when they**	

	attend? Both Dr ZH and Dr CM confirmed that all patient notes are read prior to the patient entering the consulting room, however, it is important that the appointment is patient led rather than the GP or health professional assuming why the patient is there as a more pressing concern may have arisen which the patient would rather discuss. As the appointment slots are also time-bound it is important that the patient has the time to discuss the issue of most concern to them at the time and leaves the appointment having been given time to do so. 3. **Item relating to a personal patient experience which has been passed to the Practice for response as outside of the remit of the PPG group.** TB will send a personal response to all of the individuals who took the time to submit an item, the group is really encouraged that more patients are keen to send their thoughts and suggestions to the Committee Meeting for discussion by the group.	
5	**AOB:** The date of the next meeting is to be brought forward by 1 week to the 2nd November.	
7	**Date & Time of Next PPG Meeting:** Monday 2nd November 2026 @ Horndean Surgery, 17:50 for prompt 18:00 start.	