

**Minutes for the Patient Participation Group meeting to be held at  
Southam Surgery in the Waiting Room**

**1pm**  
**3<sup>rd</sup> December 2025**

Attendees: Megan Currie, Rebecca McNulty, Alice Washbrooke, James Larke, Ron Flegg, Malcolm Thomas, Claire Sangster & Pauline Stone

Item no:	Item:	Minutes:
1	Welcome and apologies	<i>Welcomes given, and apologies given for those who were unable to attend the meeting.</i>
2	Approval of the minutes of the previous meeting	<i>As a collective minutes from the previous meeting were approved.</i>
3	Matters arising from the last meeting	<p><i>A big congratulations to the surgery who came 38<sup>th</sup> in the country for this year's GP Patient survey in July, the surgery has made many improvements which should be celebrated.</i></p> <p><i>Healthwatch were involved in the previous meeting and remain operational for now, despite plans to close. Healthwatch is still collecting feedback and supporting communities in health and care matters.</i></p> <p><i>Repeat dispensing – last meeting we discussed that from April we were going live. We have since gone live and this has been successful so far. Southam Pharmacy has a dedicated line for patients to order from pharmacy. From experience, the next prescription in the batch goes to the pharmacy automatically after 3 weeks and the pharmacy are making these up.</i></p> <p><i>Building works update: We are awaiting room 9 flooring to be fitted now. Rooms 5,6 &amp; 8 have been completed. Awaiting final sign off for the additional clinical room from NHS England.</i></p> <p><i>Flooring in rooms 5,6,8&amp;9 has been completed</i></p> <p><i>New clinical room has been built and ready to use – just awaiting air con and clinical curtain.</i></p> <p><i>New telephone consultation room has been created from an old cupboard – this will help with appointments when</i></p>

		<p><i>not enough rooms available.</i></p> <p><i>Paula returned in the summer and our nursing team is back up and running.</i></p> <p><i>Super Saturday Smear clinic – Saturday 28th June – booked up quickly. We held another in August – very popular.</i></p> <p><i>The online booking function has been effective in reducing the number of same day appointment telephone calls with patients less concerned, knowing that they can get appointments throughout the week.</i></p>
4	Southam Surgery update	<p><i>Dr Stephens has completed her final year of placement and is now working. Dr Kavin has completed his placement and is working as a salaried for us until April 2026.</i></p> <p><i>Dr James Larke &amp; Dr Richard Lenton started today as resident doctors. Poppy left for university and we've recruited Becca as operations assistant. Saiqa our HCA left to work closer to come – replaced with Megan who has fitted in beautifully.</i></p> <p><i>Roger our FCP will be leaving end of December – unfortunately he is empty majority of the time, we have re allocated the funding for our New Clinical Pharmacist Jaspreet – Mon, Wed and Friday</i></p> <p><i>Appointment changes – following the feedback from friends and family we made an amendment to the appointments – everything can be booked online – multiple releases up to 2 weeks in advanced – auditing this morning – there was 34 available face to face appointments to book with the next available being tomorrow.</i></p> <p><i>Telephone 15 available with some availability for today.</i></p> <p><i>This is working well – can see positive feedback.</i></p> <p><i>Changes to the GP contract – Open 8 – 6.30 daily – we have done this from the first day we were required 1/10/2025 –</i></p> <p><i>Online consultations – we have had this facility open long before the contract change, we have had to make some amendments at a cost to the appointments – we cannot control the numbers of what comes in, weve had to safeguard those requests and this has taken 5 appointments out throughout each day for a GP to triage these requests safely.</i></p> <p><b>FLU AND COVID</b></p> <p><i>We have –</i></p>

		<p><i>Worked three Saturdays in a row vaccinating our patients</i></p> <p><i>Even with the delivery issues with COVID – unknown amount, unknown delivery date to a different population</i></p> <p><i>18 + 1870 vaccinations flu</i></p> <p><i>Covid – 710</i></p> <p><i>Home visits – 50+</i></p> <p><i>Appointment data November 2025</i></p> <p><i>2306 total doctor appointments</i></p> <p><i>19 DNA appointment</i></p> <p><i>392 patients had multiple appointments</i></p> <p><i>Friends and family results September – November 2025</i></p> <p><i>738 Very good</i></p> <p><i>71 good</i></p> <p><i>6 neither good nor poor</i></p> <p><i>3 poor</i></p> <p><i>3 very poor</i></p> <p><i>4 don't know</i></p> <p><i>Good/very good Comments –</i></p> <p><i>Receptionist always very helpful, Doctor appointments readily available usually on the same day.</i></p> <p><i>Friendly staff both at reception and when seeing the doctor</i></p> <p><i>Nurse appointments are on time &amp; the nurses are friendly &amp; professional</i></p> <p><i>Poor/ very poor comments</i></p> <p><i>Interaction with nurse was great.</i></p> <p><i>I felt like I didn't get the full service and was told to go to another service provider which is frustrating</i></p>
6	PPG update	<i>No updates from PPG</i>

7	Any other business	<i>Wishing to get more patients to participate in PPG Meetings- possibilities include adding an invite to the end of response txt messages or add to the friends and family form. We have discussed putting a poster at reception with the time and date of the next PPG meeting and possibly adding to Facebook with the stance being – If you have anything to do with the Surgery that you would like to discuss- rather than if you have any problems/concerns.</i>
8	Location, date, and time of next meeting	<i>Wednesday 4<sup>th</sup> March 1pm</i>