

Minutes for the Patient Participation Group meeting to be held at
Southam Surgery in the Waiting Room
1pm
10th June 2026

Attendees: Megan Currie, Rebecca McNulty, Dr Abbie Martin, Rachael Brough, Clare Sangster, Zoe Skelcher, Pauline Stone, Ron Flegg, Tony Kent, Karina Beeke, Alison Watson, Lesley Watson and Malcolm Thomas

Item no:	Item:	Minutes:
1	Welcome and apologies	<i>Welcomes given, and apologies given for those who were unable to attend the meeting, apologies from Shirley Gordon.</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	<i>To add the date of PPG meeting to the Southam Surgery website – this has been added and will continue to be updated</i> <i>To look into directional signage for Southam Surgery- Malcolm has kindly contacted the County Council who has advised no finance is available. We have asked Malcolm if he would find out the price of signage and update us at the next PPG meeting. Pauline has kindly offered to check with the Town Council as the fingerposts around Southam are being updated, if Southam Surgery could be added to these</i> <i>Check if local estate agents have any information on Southam Surgery within their welcome packs – Pauline has checked and neither of the two estate agents within Southam provide this information. We have looked into feedback in regards to this and have found it's probably not an area we need to focus on.</i> <i>Check if Library has any details on the Surgery – Pauline again has kindly checked this for us and found although the Library doesn't have any details, they would be happy to point people in the right direction</i>

4	Southam Surgery update	• <i>Dr Megan Jones has finished her placement last week and has qualified as a GP</i> • <i>We have recruited Rachael Brough as our Patient Services Manager</i> • <i>Covid Update – We have vaccinated 700 patients in Surgery, with around 80 patients choosing to get vaccinated elsewhere</i> • <i>We held our first carers coffee morning – with good turn out and positive feedback. PPG have advised they would be happy to help run further coffee mornings with the focus on being a safe place to help point people in the right direction for their needs</i> • <i>A team from Southam Surgery are taking on a 5K inflatable course to raise money for Myton Hospice</i> • <i>The wheelchair we had kindly donated few weeks ago has been stolen – we are looking into this and future measures to prevent this happening again</i> • <i>We have started holding NHS app sessions at Southam Surgery, since we have started these sessions we have had 72 new online App users. We will continue to hold these sessions to help bridge the gap of digital exclusion</i> • <i>Appointment Data May 2026</i> • <i>1962 total GP appointments available</i> • <i>94 appointments went unbooked</i> • <i>24 DNA appointment – equivalent to 4 hours of a GPs time</i> • <i>356 patients had multiple appointments</i> • <i>Friends and Family Results</i> • <i>144 very good</i> • <i>3 good</i> • <i>1 neither good nor poor 1</i> • <i>Poor 1</i> • <i>Very poor 0</i> • <i>Don't know 0</i> • <i>Feedback –</i> • <i>More appointments required</i> • <i>Afternoon blood tests for people who work – we provide Blood tests until around 2pm but are unable to provide later appointments as our last collection comes around 3pm</i>
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		• <i>I was able to see the doctor I wanted to see in a really good time</i> • <i>Sometimes feels awkward describing symptoms to reception staff but this usually facilitates access to the right type of appointment</i> • <i>Your reception staff always make people feel welcome and all the doctors are reassuring and really listen.</i> • <i>Better system of being called into drs office – PPG are happy with our current system where GP's come to waiting room and call patient's name, this allows us to remain a physical practice. No better option was found.</i> • <i>Allow e - mail communication- PPG agree that this is an inappropriate way to contact the Surgery. We have many valid ways people can contact the Surgery especially with our AccuRx function where patients can message in their problems/questions which are then triaged by a GP and actioned appropriately – this also avoids emails being missed/ or sitting in an inbox and not being actioned</i> • <i>Extending the time patients, spend with the Dr's, explaining their complaints – If you extend the time then you lose appointments, we are looking into giving GP's catch up slots when necessary and making sure reception staff book 2 appointments for patients who have multiple problems</i> • <i>Wait times - appointments never at actual time – PPG advised they haven't found this to be a big problem at Southam Surgery</i>
6	PPG update	<i>No updates from PPG</i>
7	Any other business	• <i>To look into changing our txt message sent to patients the day before their appointment, to include please cancel appointment if it is no longer needed – trying to minimize DNA appointments</i> • <i>To ask Your Southam group what is the best platform for local handyman services so this</i>

		<i>could be advised at carers coffee mornings</i> • <i>To Pass on the PPG's congratulations to the GP's who are now qualified and are leaving</i> • <i>To add the next meeting email as a diary event so if the email is missed it will still pop up as a diary event</i> • <i>The PPG message added to the bottom of prescriptions was a great idea – PPG wondering if the message could be any bigger but unfortunately, we cannot change this</i>
8	Location, date, and time of next meeting	Wednesday 16th September 1pm