

Minutes for the Patient Participation Group meeting to be held at
Southam Surgery in the Waiting Room
1pm
16th September 2026

Attendees: Megan Currie, Rebecca McNulty, Dr Abbie Martin, Alice Washbrooke, Dr Tristan Lewis, Dr Nimmy Raju, Dr Chloe Rousseau, Malcolm Thomas, Ron Flegg, Karina Beeke, A. Salisbury, Shirley Gordon, Clare 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, apologies from Glesni Thomas. Zoe Skelcher, Gareth Jenkins & Alison Watson</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>Malcolm has kindly spoken to the County Council in regards to directional signage for Southam Surgery and a provisional quote of £350-£450 has been given. Malcolm is happy to respond to this quote advising we would like to progress this further – update to be given at the next PPG</i> <i>Some members of the PPG are still not receiving emails with our PPG updates – We will review the email addresses we hold for our members</i> <i>Do we want to look into providing local newspapers with our surgery's news – Shirley will kindly provide contact details for The Napton Parish News & Clare to approach The Rugby Avertiser</i>
4	Southam Surgery update	<i>GP Patient survey results – fantastic response, we achieved 99% and came 3rd overall in Coventry & Warwickshire– a congratulations letter was received from the ICB – well done to all the team.</i> <i>Dr Alison Hayward has completed her training and has now moved on to – congratulations given.</i> <i>Welcome to Dr Lewis & Dr Rousseau who have returned to our practice to complete their final year. Further welcomes to DR Chaudhry & Dr Raju who will remain at the surgery until December 2026</i> <i>Dr Kavin will be leaving our surgery at the beginning of November – we wish him all the best. We are currently in the process of recruiting for his position.</i> <i>Flu & Covid plans are in place with clinics looking to be held in October- November</i> <i>We completed a 5K inflatable course & cake sale to raise money for Myton Hospice, a total of £1573 was raised.</i> <i>We have kindly had a wheelchair donated to us, bringing us to two wheelchairs within our practice.</i> <i>Appointment data from August 2026 2189 total GP appointments available 229 appointments went unbooked 25 DNA appointments – equivalent to 4 hours of a GP's time 381 patients had multiple appointments</i> <i>Friends & family results for August 0 responses for August – likely down to trying to gather responses in another format (google reviews) which subsequently went up</i>
6	PPG update	<i>Clare Sangster attended SWPEG 16/07/26 & will attend further South Warwickshire Patient Engagement Groups meeting 17/09/26 to discuss these points:</i> <i>Waste medicines campaign – Southam Surgery has already signed up to this campaign</i>

		• <i>Talking Therapies – do we use their services – Yes we do refer to this service and find the triage happens quite quickly however it doesn't necessarily mean the wait time for treatment is quicker. Our PCN has set up Healthy Minds Hub where patients can access help through counselling & can also be signposted to further treatment. Also patients are advised to contact 111 option 2 to get through to mental health support</i> • <i>Do we update our website – Yes we update the website in the surgery, however there are limits to what we can do due to our budget</i> • <i>Discussion was had over whether we could access all blood test requests/could you have all test results recorded in one place(NHS app) – unfortunately the results go back to the consultant who has requested them as this provides a safer option for patients to discuss the results in the best environment</i>
7	Any other business	• <i>Patients being removed from GP surgeries due to non – attendance – this is a nationwide problem and has faced criticism from many GP'S</i> • <i>Could an update be made to advise patients how to supply blood pressure results – We can look at changing the wording on our blood pressure template that is sent to patients to advise the link will expire after a certain time & also give better instructions of how to complete this</i> • <i>Emails to the Southam Surgery email address can be sent if they are providing results/ information required, however email should not be used for anything that needs to be actioned immediately or requires a GP's input/response. The AccuRx messaging system can also be used to provide results.</i>
8	Location, date, and time of next meeting	<i>Wednesday 2nd December 1pm</i>