

## **PPG Meeting Summary Friday 30<sup>th</sup> January 2026**

### **1. Welcome**

We began by introducing those in attendance: Dr Balachandran, Emma Simpson (Practice manager), Anabel Slater (PPG Lead), Jane Harbour (PPG Chairman)

### **2. Housekeeping**

A reminder to all in attendance to log their registration numbers in the machine in the foyer and that there are no planned fire drills.

### **3. Guest speaker: Shirley from HOPE – local charity improving the wellbeing of older people**

Shirley introduced herself to the group. She works for HOPE which is a charity that supports older people in the local area. They are based in Ringwood but want to expand their support to the neighbouring towns with the goal of not seeing boundaries as a barrier to supporting people. They offer support in many ways by offering free, confidential and impartial advice. Some areas that they help with include helping patients with attendance allowance forms, blue badge applications, managing paperwork, benefit claims, pension allowances, and much more. They also offer a free befriending scheme where they try to match people with likeminded befrienders, and this has led to many success stories. For more information on what HOPE does and how you can support them in the amazing work that they do please visit:

[www.hopenewforest.org](http://www.hopenewforest.org)

### **4. Surgery updates:**

**We moved onto our surgery updates which were as follows:**

- Dr Every has now retired from the surgery.
- Dr Williams has left to continue his training in another clinical setting
- Dr Mohammed Alqattan is joining our team as our next trainee GP
- We will be welcoming back Dr Abraham who is joining us as a GP partner and will take over from Dr Every.
- Lisa will be joining the team as a reception lead and Sophie will be joining the reception team
- We have been having trainee nurses in treatment room so you may be seeing some new faces
- We have been given the go ahead to do our own Covid clinics in Spring which is good news. We will provide more updates on how this will run and eligible patients will be contacted in due course.
- We have been advised that the flu vaccine will be the same for over and under 65-year-olds so this year will be less complicated with trying to organise our clinics.
- We will be having someone look at our website to try and make it more user friendly so keep an eye out for changes and let us know if you have any suggestions.

### **5. Screening survey -**

We had two PPG volunteers in our waiting room in September doing a survey regarding screening programmes that are available via the NHS. Feedback provided from the survey done were as follows:

- Patients would like a summary of what screening is available
- Patients would like more information in the surgery on screening
- Patient would like emails when they are eligible for screening programmes
- Patients would like pop ups on the website
- Patients would like Wellman MOT & Well woman clinics
- Patients felt more general awareness was needed

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- Patients feel plenty of information is available
- Patients are happy to accept any screening and happy with surgery programmes
- Patients feel that reception very helpful with any questions

The feedback was mixed but we will be able to highlight some of the screening programmes on our new waiting room boards which the PPG will take care of and we will look at ways we can share screening information on our website and social media channels. Dr Balachandran spoke about NHS health checks that are available at the surgery.

### **6. Group discussion**

We had a group discussion and asked attendees to introduce themselves and answer:

- What was your very first job? Not your career but your first paid work.  
And / Or
- What's one positive thing that we are doing well and what should the surgery improve on in 2026?

The feedback for the surgery was very positive with a couple of improvements mentioned which were as follows:

- Surgery needs redecorating as it looks tired
- Patients would like physios at the surgery again
- Chair in the waiting room could do with a steam clean
- The appointment system is difficult to navigate and unclear
- Lack of privacy at the front desk

We explained that we are in the process of looking to renovate the waiting room and have been receiving quotes to do so. We will update the PPG when we have a plan in place as this renovation will also be an opportunity to resolve the lack of privacy. We will add physios to the action plan to see if this is something that could be reinstated at the surgery. We are also looking at ways we can improve our appointment system and will give updates in due course.

### **7. PPG chairman talk**

Jane (PPG chairman) gave an update on how the coffee group has been getting on as it has been 1 year since it started and has been growing from strength to strength. Jane gave the details for the next coffee group which was to be held at the Ferndown Library on 10<sup>th</sup> February at 2pm. At the next coffee group, the plan is to discuss what they would like to see at upcoming PPG meetings which Jane will organise.

Jane gave an update that the PPG will manage all the notice boards in the surgery and that the coffee group has been researching to create a patient services directory.

Jane said that a Wellness event will be run in April and the PPG will have a key role in helping this run. If members wish to get involved to join the coffee group.

We let the group discuss the surveys out on the tables which were to obtain their feedback on services they would like to see at the wellness event.

### **8. End of meeting**

Thank you to all who attended!