

Minutes of meeting held on Wednesday 14 January 2026 at 6.30pm Stockbridge Town Hall

Present

Andrew Brock (Chair) (AB), Ann Spooner (Practice Manager) (AS), Dr Nico Rosser (GP Partner) (NR), Dr Bridget Pemberton (GP Partner) (BP), Alison Deverill (AD), Audrey Watts (AW) and Peter Storey (PS)

Apologies: Sheila Fitzpatrick, Rebecca Granger, Tracy Greenfield, Isabelle Assali-Reeve

Introduction

Gary Richmond was in attendance with a view to joining the PPG, and the PPG welcomed Dr Bridget Pemberton to her first PPG meeting.

Standing Items

- a. Minutes of the meeting held on 16 October 2025 were agreed by those present at that meeting.
- b. All action points had been completed, and Broughton Surgery external solar lights were proving effective.
- c. "Active Practice" was underway with the Practice undertaking a Park Run and setting up a Strava competitive community. The idea of perhaps a cycling activity was also aired to try and entice Practice members and patients to participate in this activity too.

1. Surgery Update

A briefing document was supplied by AS (attached) which provides further information to the points mentioned below:

- a. Staff: Dr Emma Baskerville returns from Maternity leave on 15th January, whilst Dr Iain McCrone joins the practice permanently on 19th January. Dr Juliet May has completed her GP training, and 2 new trainees will join on 4th February (Haris Reza and Esther King. Two medical students are also on placement with the Practice until end of February.
- b. Extended Hours: Current arrangement with Mid Hampshire Healthcare at the Adelaide Medical Centre in Andover will be brought in house from 1st April with new Practice Nurse Catherine Barrett.
This will mean ear irrigation will not be available; alternative arrangements have been provided in the January newsletter and additionally Rawlings in Stockbridge will also be contacted to ascertain if they might offer this facility. **Action: AS**
- c. Menopause Services: 2 new services have been advised to all women aged 45-60 registered with the Practice.

- d. Vaccinations: Chicken Pox with MMR has been initiated from 1st January and GSK are helping with a campaign for those eligible for the shingles vaccination whilst Mid Hampshire Healthcare will be running a campaign for the HPV vaccinations in February and March.
- e. Automation: The Practice is working with a new AI tool using practice defined rules to manage incoming correspondence which is helping to make significant improvements to processing document more quickly and efficiently. NR commented that there was an amazing number of start-ups with tools available but none taking responsibility for efficacy of performance and concerns over their long term viability – but it is an interesting area that the Practice is actively looking at for improvements in efficiency and productivity can be made, but not at the expense of patient care.

2. Stockbridge Surgery waiting room refurbishment

Partners had on-going discussions on the plans to redecorate Stockbridge Surgery and the addition of artwork to excite interest. **Action: AS** to report back in due course

3. Possible Additional Community Site

PS introduced the strong interest held within the King's Somborne community for a medical presence within the community. He highlighted the increasing numbers of elderly in the community and the reducing numbers of volunteer drivers available in the Somborne Neighbourcare scheme to transport them to medical appointments in either Stockbridge or Broughton or elsewhere. King's Somborne was the largest parish within Test Valley with a population currently of 1732 and the highest ratio of social to private housing within the Borough with the ratio at 26%. This meant a significant number of people lacked independent access to transport and many had limited financial means. No public transport existed to enable them to attend surgery, and this need would likely increase further with the housing developments in hand. The Parish Council had land which could be made available and Test Valley Borough Council had funds which might be available to meet some/all of the capital costs. A good and practical example of the type of building might be suitable could be found in the King's Somborne pre-school building – as this has much more limited planning requirements. AB & PS confirmed they would be happy to help the Practice given this may also be an attractive option to radically improve the services of the Practice. **Action: AS** would float this need/concept to Partners and report back at the next PPG meeting.

4. HIOW PPG/National Association of Patient Participation Groups update

AB reported on the latest from the Group which apart from looking at Local Resilience plans (for which PS advised that the King's Somborne is rated as the Gold Standard in Test Valley and that the Practice has a hard copy and via the Parish Council website), that NHS Hampshire and Isle of Wight is running a short survey to understand women's awareness of heart health and cardiovascular disease risks. **Action: AB** to provide all with survey information

5. Election of PPG Secretary

This position remained vacant and PS agreed to step in for this meeting. It was hoped with new PPG members that we can share this out more effectively going forward.

6. AOB

Text messaging: The on-going use of text messages was discussed concluding that this means of communication with patients was welcomed but inviting an acknowledging response could add significantly to the doctors' workload and was unlikely to be welcomed. There was likely to be a cap imposed on the number of text messages (to be linked to patient population) and the Practice might well have to move to e-mails going forward. Also, some

texts were missing information because of their length which added to the administrative workload with the resultant need to follow up with the patient. Concern was also raised regarding potential lack of clarity and therefore patient anxiety/appropriate follow-up should text messages to patients be sent in the evening before a doctor goes off duty. **Action: AS** to review with doctors to ensure appropriate communication/follow up plan is in place to cover any potential patient concerns if messaging takes place immediately prior to a doctor's absence.

Families in waiting rooms. Concern was raised at the way at times whole families waited in the surgery waiting room whilst one member saw a doctor. **Action: AS** to consider including a tactful note in the next patient newsletter to discourage this and free up space in the waiting room.

Missed appointments. The Practice thought that the number of missed appointments was minimal, but the PPG felt it would be good to get a better understanding and publicise **Action: AS** would provide information on the numbers of missed appointments to see how this has improved over recent years for the next meeting.

Preferred meeting dates and times Because of the difficulty and getting enough people together AB asked if there was any flexibility around dates and times. The Practice suggested not Mondays or Fridays due to patient loads and admin pressures but were open to Tuesday and even lunchtime. **Action: AB** to set up a WhatsApp Poll to ascertain the most favoured day(s) and times for all.

7. Date, Venue and Time of Next Meeting

TBC - April

Surgery Update for Patient Participation Group

14 January 2026

Staff changes

Dr Emma Baskerville is back from maternity leave on 15 January 2026. Dr Iain McCrone joins the practice as a permanent GP on 19 January 2026.

Dr Juliet May has finished her GP training and has left the practice. We will have two new GP trainees starting on 4 February 2026: Haris Reza and Esther King. We also have two medical students currently on placement with us until the end of February.

We have recently welcomed a new nurse to our team, Catherine Barrett.

Extended hours

Every surgery must have an arrangement to provide extended hours – outside of usual contracted hours of 8am-6.30pm. Currently we have an arrangement with Mid Hampshire Healthcare, our GP Federation for our patients to access appointments at Adelaide Medical Centre in Andover.

From 1 April 2026 we will be providing our own extended hours. Catherine Barrett, new Practice Nurse will be working Saturday mornings alongside the GP.

We are aware that this change means that there will be no access to ear irrigation on the NHS for our patients from this date. We have made this information available in the January patient news and given details of how patients can access this service privately.

Menopause Services

There are two new services available for women looking for advice and treatment related to the menopause. The information was sent to all women registered at the practice who are aged 45-60 years old.

Vaccinations

The chicken pox vaccine has been added to the MMR (measles, mumps & rubella) vaccine and we have started administering this to children from 1 January 2026.

GSK are helping us with recalling patients who are eligible for the shingles vaccination. Mid Hampshire Healthcare will also be running a campaign to invite patients who have missed their HPV vaccination in February / March 2026.

Automation

We have introduced a new tool to help us manage our incoming correspondence. This has the catchy name, MyBotGP and is a rule-based tool to help match incoming documents to patients. This has helped us to get documents processed more quickly.