



Patient Participation Group Meeting

Friday 6<sup>th</sup> February 2026

Attendees:

Ginette Tweddle – GT  
Helen Holmes – HH  
Linda Rule – LR  
AT  
Peter Miller – PM  
Joan Miller – JM  
Alan Rule – AR

Apologies

David Connolly – DC  
Shenene Fontenelle-Struthers – SFS  
John Cornhill – JC

SMG Staff

Dr Jonathan Booth – JB – GP Partner  
Caroline Morris – CM – Practice Manager  
Nicola Johnson – NJ – Clinical Services and Operations Manager  
Paige Hall – PH – Staff Services Manager

**1. Introduction**

Previous minutes went through.

**2. CQC Update**

CM given update on our CQC inspection from November. We got a 'good' rating. Inspection went well and both sites pulled together to make this happen. Information on the front page of the website to inform patients also.

**3. Boundary update**

PH has given an update on the boundary, currently with the ICB to make some more changes on this. We will come back with any decisions when we have them.

LR – how many more patients would this be?

CM – we're taking them on now as it is, anyone who is living out of the area and we are aware of it and are current patients, we do follow the process of removing them.

PH – hopefully we will have an update at the next PPG meeting as we have to inform patients via the website etc.

CM – we have just had a big recruitment drive, 2 new salaried doctors starting

JB – wanted 2-3 days minimum from each GP to offer more in the surgery

NJ – patient choice for appointments where they want to go and also eConsults can be used by patients as an alternative.

PH/NJ – ARI clinics – acute respiratory clinics are available for patients also, this is for clinicians to see patients for things like chest upwards issues on evenings/Saturdays, clinics are available at the moment for 3 months.

#### **4. Flu**

CM – still running Flus this year if patients are wanting them at both sites until March. For Flu/COVID vaccines, ICB have requested practices to put in an expression of interest for this. Monty bus (from NGPS which came last year to NBH for Flus), hopefully back this year from September.

JB – asked members their preference on walk-ins vs booked appointments?

GT – prefer online booking appointments rather than ringing up.

#### **5. Staff**

Lost Dan McKeswick – IT Systems Lead – personal reasons

Recruited

2 new medical secretaries – Lisa and Vicky

New clinical coder – Kara – full time to replace someone

New rotation of trainee doctors

New admin staff for both Saville Place and Newbiggin Hall to be recruited

#### **AOB**

Extended Access - still doing these on evenings and weekends at the practice. Dr Petangoda doing a Monday evening at Saville Place and Dr Gartside doing a Tuesday evening at Newbiggin Hall.

Courier bloods – Thursday PM now in place for Newbiggin Hall – used to be 1pm finish, now in later as we are open until 6.30pm.

Phone system – Potential for changing provider with a callback facility, practice is looking into this.

**Next meeting – TBC May 2026**