



Patient Participation Group Meeting

Friday 26th June 2026

Attendees:

Ginette Tweddle - GT

AT

Jim McCloughlin - JM

Apologies

Alan Rule - AR

Linda Rule - LR

Joan Miller - JM

John Cornhill - JC

Peter Miller - PM

Shenene Fontenelle- Struthers - SS

Helen Holmes - HH

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. All happy.

2. 7am starts

CM - Currently 7am starts - 5 days at SP. 2 days at Newbiggin Hall. Current core contract - 8-6pm. From October we would have clinical cover from 8am. Thoughts on this to everyone?

AT - used the 7am system for reception before for something when needed, found it beneficial

3. Boundary Update

Discussion around list size and people being deducted/patients registering. Students are staying at home practice as electronic options are endless - eConsults/scripts etc. Boundary isn't affected with patients at the moment. Enough clinicians to cover our population.

PH - update to say still ongoing with the ICB, done a 4-week engagement with the website and neighbouring practices and no feedback from this. Application form needs to be amended and sent back to the ICB, hopefully another update at the next meeting.

4. NHS App

JB - Due to recent changes within the ICB, text messaging will no longer be free for practices from 1st July. Texts can remain for patients, and where possible, to try and ask patients for their email address where we can send messages. Texts can be sent but short if possible. NHS App notifications need to be turned on also.

Discussion around issues around the NHS App.

5. Phone system

Were due to move to a new telephone provider last week - pushed back to August. Callback facility for patients. Record facility for calls also - can use this if a patient is being abusive etc. Managers can join in on calls also with the admin staff if they need to also.

AOBs

Staff Recruitment

3 new salaried GPs - Dr Malassi starts in July, Dr Varughese and Dr Hodges both start in September

Dr Cheryl Armstrong has sadly resigned from the practice

Lil - retired in April after 29 years

3 new admin staff at NBH

3 new admin staff at SP

Warning letters and removal of patients

23-24 - 3 warning letters sent out to patients

24-25 - 19 warning letters sent out, 2 patients removed

25-26 - 51 warning letters sent out, 6 patients removed - 4 were violent patients

Next meeting - September 2026