



Spring Street

SURGERY

SPRING STREET SURGERY

Bourne Hall Health Centre

West Ewell, Epsom

Surrey, KT17 1TG

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Patient Participation Group Meeting Minutes

Date: June 12th 2025

Venue: Bourne Hall Health Centre

Chair: Wijaya Mallikaaratchi

Minutes Taken By: Katie Bryant

Attendees

- Carlan Dunkley
- Valerie Glazier
- Katy Bryan
- Wijaya Mallikaratchi
- Dr Kolburn Bains
- Dr Sumathy Suntharalingham
- Dr Shauna McKeon

1. Welcome, Introductions and Apologies

The meeting opened with introductions and apologies noted.

- Katie Bryant kindly offered to take the minutes.

2. Practice Merger Update

- Dr Bains explained the background to the recent merger and the process involved.
- Challenges faced during the transition were acknowledged, along with feedback received to date.

3. Patient Enquiries

- A question was raised regarding whether patients would retain a named GP.
- Reassurance was given that patients will still have a registered GP.

4. Additional Services

- Discussion took place around expanding services, including:
 - Additional chronic disease management clinics
 - In-house phlebotomy services

- Improved access for patients previously registered at Stoneleigh Surgery to:
 - Minor surgery
 - Family planning clinics (locally or at their GP practice)

5. Patient Feedback

- PPG members shared positive feedback about the care and service received at the practice.
- PPG members were encouraged to actively try and recruit new members.
- FFT (Friends and Family Test) feedback, which was overall positive, was shared and discussed.

6. Date of Next Meeting

TBC