



Spring Street

SURGERY

SPRING STREET SURGERY

Bourne Hall Health Centre

West Ewell, Epsom

Surrey, KT17 1TG

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springstreetsurgery@nhs.net

Patient Participation Group Meeting Minutes

Date: 12 March 2026

Venue: Bourne Hall Health Centre

Chair: Dr Kolburn Bains- Chair Wijaya Mallikaaratchi unable to log in

Minutes Taken By: Dr Kolburn Bains

Attendees

- Dr Kolburn Bains
- Michael Paling
- Carlan Dunkley
- Valerie Glazier

Apologies:

No management representatives were present due to current staff absences.

Mr Malik (PPG Chair) was unable to join the meeting via Teams due to IT issues.

1. Introductions and Agenda Setting

The meeting began with introductions.

Dr Bains explained that the agenda for PPG meetings should ideally be set by the PPG members so the practice can listen to patient feedback, concerns and suggestions for improvement.

It was agreed that an email will be circulated prior to future meetings requesting agenda items, ideally coordinated by the PPG Chair, Mr Malik.

2. Mobile Phone Use in the Waiting Area

A concern was raised about loud mobile phone use in the waiting area, particularly when headphones are not used. This can sometimes disturb other patients.

Suggestion:

- Place a notice asking patients to be considerate of others when using mobile phones.

3. Recruiting New PPG Members

Members discussed the importance of encouraging more patients to join the PPG, from different demographics particularly:

- Younger patients
- Young parents

Dr Bains explained that all new patients are invited to join the PPG at the time of registration.

Suggestion:

- Place a notice in the waiting room inviting patients to join the PPG.

4. Staff Roles and Awareness

Discussion took place around improving patient understanding of different staff roles within the practice, including:

- Clinical Pharmacists
- First Contact Physiotherapists

Members felt patients may feel more comfortable booking appointments with these professionals if they better understood what services they provide.

Suggestions:

- Add information about staff roles on the practice website under each staff member's profile.
- Create a staff photo noticeboard in the waiting room showing staff members and their roles.

5. Friends and Family Test Feedback

Feedback from December and January was reviewed and remains overall very positive.

Dr Bains explained that feedback is:

- Reviewed monthly
- Shared with the practice team
- Discussed for common themes

Recurring themes included:

- Long waiting times on the phone
- Parking difficulties
- Occasionally patients waiting without being informed that clinics are running late

Dr Bains explained that:

- Patients waiting in long phone queues can use the callback service.
- When call volumes are high, additional admin staff can assist with answering calls, up to four or five staff members at once.
- Phone demand and staffing are regularly monitored and reviewed.

6. Online Triage System

Dr Bains discussed the increased use of the online triage system, which helps to:

- Filter unnecessary GP appointments
- Improve access to appropriate services

PPG members expressed a preference for booking appointments by phone or face-to-face, rather than online.

Dr Bains explained that online triage is increasingly encouraged across the NHS as it allows patients to be triaged and signposted to the most appropriate healthcare provider.

Additional discussion included:

- Pharmacy First services
- Role of Clinical Pharmacists
- First Contact Physiotherapists

7. GP Special Interests

PPG members suggested it may be useful for patients to know if certain GPs have special clinical interests, such as:

- Menopause
- Family planning
- Minor surgery

This could help patients book with the most appropriate GP where relevant.

8. Positive Patient Experiences

PPG members were very positive about their personal experiences at Spring Street Surgery.

They noted the practice is one of the few surgeries that continues to operate a personalised list system which patients value highly.

This positive experience is also reflected in the Friends and Family Test feedback.

9. Next Meeting

The next PPG meeting will be arranged for September 2026.

It was agreed that:

- Agenda items will be circulated before the meeting
- Meeting minutes will be shared with PPG members

Action Log

Action	Responsible	Timeframe
Circulate email requesting agenda items prior to meetings	PPG Chair	Before next meeting
Place notice about considerate mobile phone use in waiting area	Practice Team	To review
Create notice inviting patients to join PPG	Practice Team	To review
Add staff roles to practice website	Practice Team	To review
Create staff photo noticeboard in waiting area	Practice Team	To review
Share meeting minutes with PPG members	Practice Team	After meeting