



## Patient Participation Group Meeting Minutes

Meeting Title	<b>PPG Meeting</b>				
Meeting Location	Mannings Suite				
Date of Meeting	5 <sup>th</sup> February 2026	Start Time	11:00	End Time	11:40
Attendees	Elaine Luxford (EL), Denise Hillier (DH), Alison Durrant (AD), Stephen Lyons (SL), Diana Salisbury (DS), Lorraine Taylor (LT), David Mannings (DM)				
Apologies/Absent	Tom Micklewright, Robin Gundry				
Additional Distribution	N/A				
Minutes prepared by	Amanda Hulse				

Agenda Ref:	
	DH introduced herself and EL.
1.0	Minutes of the meeting held on 13 <sup>th</sup> November 2025 were agreed providing that in 2.0 Complaints, the word untrue was removed. AH would change the minutes and put on the website.
2.0	<p>Complaints</p> <p>EL was asked to explain the upheld, partial and not upheld on the complaints spreadsheet. She explained that upheld is a valid complaint, partially upheld is some elements were valid, but others were not, and not upheld meant that the complaint was not valid or was inappropriate. She explained that she undertook an annual data collection which was submitted to NHS England. EL said the common theme with the November complaints seemed to be communication where a patient may not have understood a process or something and a telephone call would usually resolve the complaint when she explained the process or situation. She stated that with medication complaints PH would call the patient immediately to resolve the issue. She stated that the December complaint's theme seemed to be the AI system and explained that these issues were raised with JE the IT Digital Transformation Manager who was liaising with the AI system manager and tweaks were ongoing to the system to resolve these issues. LT said that the Residents</p>

	<p>Association had complained about the new AI system and she had advised them to complain in the correct way to the surgery. She stated that she had used the AI system herself and gave positive feedback. SL said that his interactions online with the surgery had been very good with prescription renewals undertaken within minutes. DH said that the surgery still accepted paper prescriptions for those without telephone or computer access.</p> <p>AD asked if there was access to the surgery all day and EL explained that the system connect new condition was available for a specific time first thing in the morning and medication requests or queries and admin queries, follow-ups, test results or other queries were available all day. Patients were able to come into the surgery reception between opening hours with queries and telephone between 8-6 during the day. AD asked if there was anything the group could do regarding the Governments requirements and DM explained the meaning of access therefore the surgery meets the Government requirements for patient access. SL asked if there were any complaints that went beyond the surgery and EL said that there had only been a couple in the last couple of years and explained that these complaints tended to be bounced back for the surgery to deal with.</p>
3.0	<p>AI</p> <p>EL said the trial AI system answering calls was efficient, effective, and proving very useful and was on all day from 8-6.</p>
4.0	<p>DHC – Premises Update</p> <p>DH stated that the Durrington Health Centre had been under invested in the past but that NHS Property Services had recently replaced the heating system, had made some improvements to the car park, fixed the leaky roof and had found funding to begin decorating the public areas, carpet the waiting room and put hard flooring in all other areas. SL asked about the new Lime Tree Surgery branch surgery at Durrington and DH said it would take years to come to fruition but would be next to the new community centre, allotments and playground.</p>
5.0	<p>AOB</p> <p>AD asked about Mid Life MOTs and asked if LTS could do them. SL said that the funding came from the ICB and DM said that it was a good idea but better to do in other ways like hold at the library. DM said that there was a BP machine in reception and health kiosk which patients could use.</p> <p>LT asked whether the scaffolding at number 8 was due to the conversion to a dentist surgery starting. DH explained that a drone survey showed a flat roof on one of the dormers needed replacement.</p> <p>LT said that the gas works may start on 2<sup>nd</sup> March and was awaiting confirmation.</p> <p>LT said that the battery in the defib at Cissbury Ring had expired but was still working and that there was a shortage of batteries and the defib battery in Storrington Rise car park had expired and was not working and there was no replacement. These defibrillators had been donated by the Foxy Ladies Running Club. DH would give LT details of a company who may be able to help. SL said that it was a global shortage.</p> <p>Medication blister packs were discussed and where to dispose of them as it was unsure that recycling took them. It was stated that Superdrug and Boots recycled these.</p>
6.0	<p>Date of the next meeting – 16<sup>th</sup> April 2026</p>