

Maiden Newton and Tunnel Road PPG Meeting

Yarn Barton, Beaminster. January 13th 2026. 4-5pm

Present: David Webb (Chair), Colin Fulton, Chris Wardle, Annabelle Jackman, Sue Hinchley, Annabel Matterface, Carly Reed, Rob Greening, Dr Thomas Morrow.

Apologies: Chris Bennett, Gill Fearnough (Treasurer), Di Padfield, Carol King

1. Update – introductions and actions from previous meeting.

- Plaque arrived for BP machine but not yet on machine
- No changes yet made to on line process for raising concerns or comments. AM will email members for comments on an updated form of wording.
- Sharing with Bridport PPG on hold as currently no active PPG in Bridport

2. Ammonite update

AM shared NHS administered patient survey. Overall very positive results in all areas with exception of contacting the practice by phone or on website. Surgery plans to share results on website. DW requested results from 2024 in order to make comparisons.

Concerns from patients now followed up by member of staff dedicated for this role in order to try to resolve issues and avoid unnecessary escalation.

Clinical teams now settled and minimal turnover of staff occurring. 1 new salaried GP. 3 registrars in training.

Triage hub and call back system has improved in efficiency. CR reports further improvements to system proposed for later in year but not yet finalised. CW proposed having members of PPG trial new aspects of system may be helpful prior to their introduction.

Maiden Newton improvements should be finished in first week of February.

PPG board should be fixed by end of this week and white boards will be in waiting room.

Blood pressure machine can be ordered for MN once painting finally completed.

Good uptake of flu and covid vaccine. Flu vaccine can still be had until end March.

Changes in childhood imms programme being implemented.

CQC inspection ongoing this week. PPG chair has been asked for feedback to CQC as part of the process. His reply will be shared with PPG members for comment before submission. Results will be published on CQC website and on surgery website in future.

3. New PPG members

Ideally additional members needed to represent Tunnel Road surgery. AM has asked PPG members to send comment on what wording needed on notice or that can be on prescription bags to encourage recruits.

4. Finance report.

Sent to all members by GF prior to meeting.

Thanks to GF of battling with the online banking systems to make the necessary changes as agreed.

5. Feedback from patient reps

AJ outlined a patient complaint to group. CR advised that patient contact the surgery and it will be acknowledged, all details investigated and responded to.

DW has reports from C

Parts of carpark at Maiden Newton are very dark as light is not triggered across all of car park.

Comments that repeat prescribing has been working well. Surgery acknowledged GF's help with volunteer driver for prescription service.

NHS app is not tying in with the surgery appointments app. This may be a national problem with the NHS app. CR is hopeful increased opportunities for self booking of appoints for blood tests later in the year.

6. AGM plans

The AGM for the PPG to be planned for May. Request that Ammonite provide clinical input session to run with the AGM, CR suggested hypertension could be useful subject.

7. Set dates for PPG meetings for the rest of 2026

All meetings will take place from 4.00pm – 5.15pm:

14th April in Maiden Newton, Webbers Piece

14th July in Beaminster, venue to be confirmed

13th Oct at Webbers Piece, Maiden Newton

12th Jan in Beaminster, venue TBC

8. AOB

DW thanked Bekkie Webb for her invaluable input in getting PPG running. She has left group as has moved and no longer patient at Ammonite surgery

Meeting closed at 5.03 pm.