

PPG MEETING NOTES

Held at Riverside Surgery, Halling on Monday 29th September 2025 at 6:30pm

Present:

Dr K Malladi, Kim Stoner, Mathew Dale, June Nicholson, Alison Dyer, Nigel Dyer, Trevor Dady, Neil Claydon and Karen Lawry

Apologies:

Joy Oliver, Philip Badman, Gill Morton, Maggie Punt, Janice Hillman

Welcome

Dr. Malladi introduced Karen Lawry, a new member of the Patient Participation Group (PPG).

Care Home at St Andrews Park

Dr. Malladi informed the group that the new care home currently has 25 patients registered with the Practice, with the potential for more as they recruit additional staff. He visits the care home every Thursday following the morning surgery to see any residents requiring medical attention. At present, he typically spends about 1.5 hours there, but as the care home grows, he anticipates being there for a full morning session.

Staffing

The Practice currently has a full complement of staff across all roles. Access to appointments remains good, with the next pre-bookable appointment available at the end of the week.

Trump tariff

Mr. Dale asked if the above would have any financial impact on the Practice. Dr. Malladi responded that he did not believe it would affect the Practice.

NHS Apps

Mr. Claydon spoke about the apps being used across the Practice. He mentioned the NHS app, My GP, and My Health app, expressing satisfaction with the services provided by them. The other members in attendance agreed.

Telephones

Dr. Malladi informed the group that the new telephone system has been in place since July and is working well. He explained that BabbleVoice, an NHS-approved system already in use by another local surgery, has been implemented. This has ensured a reliable and efficient experience for patients, all members reported being satisfied.

Covid and Flu jabs

Kim mentioned that COVID-19 and flu vaccines are being administered at the Practice from 1st October 2025. This year, when inviting patients, the Practice used a self-booking link, which significantly reduced the volume of phone calls. Members used the link to book appointments and expressed satisfaction with the process.

COVID-19 vaccines are currently being offered only to those over 75 and the severely immunosuppressed.

Flu vaccines are being offered to the same groups as last year: people over 65, patients with long-term health conditions, children aged 2-3 years, pregnant patients, and carers.

Once again, all patients involved in the PPG expressed to Dr. Malladi that they are happy with the service they receive from the Practice.