

## **PATIENT PARTICIPATION GROUP MEETING MINUTES**

**Thursday 29th January 2026**

### **Attendees**

Doctor Ravin Ramtohal, Communication/Complaints Lead Carla Watts and seven members of the PPG

### **Items Discussed**

- Network update/brief by Clinical Partner Doctor Rav Ramtohal Including-
  1. Doctor Ramtohal's appointment as GP Lead for East Dorset, resulting in a change for the network, with Doctor William Swallow becoming Clinical Director.
  2. The introduction of a new clinical service, Benign Cancer Lesions Clinic.
  3. The Practice has received further funding for 'cough and cold' clinics available to book for the next two months.
  4. The Marine Surgery in Southbourne will soon be undertaking some building work that will result in the surgery having an additional two consulting rooms.
  5. Advice given regarding the availability of The Practices social media accounts, including Facebook.
- PPG member queried the below –
  1. Following on from my attempted use of the Denmark Road Website - Whilst the update on the building works is very welcome, it would be far more useful and reassuring if it were dated. It currently is impossible to know how recent the update is.

### **Action**

**Doctor Ramtohal explained that unfortunately there has been an unexpected delay in the building works taking place at Denmark Road Medical Centre, however it is expected that the works will be completed by the summer. Doctor Ramtohal advised also that the 'pods' will be removed in February, providing more patient car park spaces.**

**Our I.T. Team have confirmed that they will update the website with a recent date.**

2. I wanted to submit an online consultation request form (which I thought would be the most time efficient for the Doctor in this particular issue) but, it is very distressing to then be told ' New condition is currently unavailable. We are not accepting online new condition requests at this time. Use 111 or 999 ' Whilst I can appreciate that the surgery may not be open, why could the message be something more along the lines of ' Please be aware that your request will not be attended to until the surgery reopens on XXXX. Please use 111 or 999 if the issue cannot wait until then.'

**Action**

**Our I.T. Team have confirmed that they have tested the Systmconnect link for Denmark Road Medical Centre and did not experience any issues when clicking new condition. Patients can contact their surgery for support from our Digital Champions.**

- PPG Members Feedback –
  - 1.Thanks/praise given for delegation of appropriate specialist/teams when sending in an eConsult/Systmconnect.
  - 2.Cryotherapy service provided is excellent.
  - 3.Praise for the excellent service we are receiving from The Grove Surgery. What's very noticeable is the welcoming attitude of the reception staff in particular.
- PPG member has queried providing visual awareness training for surgery staff. PPG Member has explained that she has signed up as a volunteer with Guide Dogs and so would be able to provide more sufficient training.

**Action**

**Doctor Ramtohal advised that he has discussed this with The Practice partners and would look to implement this training when possible.**