

Mansfield Park Surgery
Patient Participation Group Meeting
26th January 2026

Present	Cathy Bolsover	
	Roy Cleaver	Chair
	Helen Coe	
	Diana Constantine	
	Janet King	
	John Leech	
	Louise Webb	Deputy Practice Manager
In Attendance	Michelle Bunce	Practice Manager
	Dr James Roffey	
	Dr Vithya Shanmuganathan	

The Chair open the meeting at 15.00 and welcomed all to the meeting, and declared the meeting quorate. He also gave a special welcome to Michelle Bunce for her attendance.

Apologies were received and accepted from Louise Barnwell, Chris Harris, Joy Kelsey, Patricia Lyons, Hilary Oldham and Gill Siddall

Members Questions

Q1 It is always possible to see a doctor, on the day if necessary, but I've heard quite a few grumbles recently about the length of wait to see a doctor of choice - average 5 weeks! Comment please?

Answer : It is always possible to see a doctor on the day for an urgent appointment, but since all doctors are part-time a preferred doctor may not always be available. Locums do not do duty surgery which is for emergencies and home visits. A traffic light system is used for triage where Red is for an appointment on the day, Amber is for one within one week, and Green is for a routine appointment. Patients who need a routine appointment with a preferred doctor may wait several weeks, but the Surgery are keen to emphasise that urgent appointments will always be seen on the day. However there are other referrals which can be made to take the load from the doctor, such as Pharmacy First. The Practice has also taken on a mental health practitioner and wellbeing advisor. When a duty list is full and a doctors feels it is unsafe to take

more appointments than patients would be referred to the 111 service. This is very rare.

Q2 What is the feedback on the new online booking system?

Answer : The system is well used, but there has been no feedback. It was reported there have been a few cases where the system has been abused such as patients making multiple appointments.

Q3 With the proposed building of 850 new homes on Lymington Bottom Road starting in 2028 and the potential 3,000 plus new residents will the surgery be able to cope?

Answer; There is currently capacity for new patients. There are also plans to add 2 more consulting rooms which will increase capacity further.

Q4 Does this new infrastructure present an opportunity for the Practice and are plans being considered to take advantage of this?

Answer :The practice has bid for, and been awarded money from developers as part of their development plan. A second extension is planned which would include a larger dispensary and more administration offices. The increase in medication provided by the Dispensary creates much more admin and storage requirements. This second extension is likely to be in about 4 years. The practice also has spare land that could be developed.

Q5 A friend who lived in the Midlands had excellent end of life care by an emergency palliative care paramedic who was present for his last few hours. Does such a service exist locally?

Answer: End of life care is provided by a good pro-active team at the Surgery. St Michaels Hospice provides an at-home service for patients who prefer this arrangement.

Q6 Are there any plans for health and wellbeing services?

Answer: As previously mentioned the Practice has engaged two additional clinicians, a Mental Health Practitioner and a Wellbeing advisor. They work part time and are shared with 2 other surgeries.

Q6: It was rumoured that the surgery had tried to sell the buildings but could not because they had originally been gifted.

Answer : This is categorically untrue. The buildings were never gifted, and there has never been any attempt to sell them, nor are there any plans to do so.

Topics for discussion

Cancer screening - do we do this and if so, what is the take up? Can we improve on it?

Answer: We take part in the National Screening programmes, breast, bowel and cervical, and participation has been good at over 80%. Child vaccinations are at almost 100%.

Improving support for Carers- What information do we have on this and do we have any support networks for Carers?

Answer : Lorraine Parker is our Carers Leader and will give advice on benefits and blue badges etc. Carers are identified so that they can be targeted.

Improving Dementia Support Access. My friend is the CEO of Dementia Care and it seems such an important society....What can we do to help those that care for family with dementia?

Answer: Staff are trained in Dementia Care and there have been changes made to chairs, toilets and signage to help patients. There is a Dementia Café in Alton and the Community Centre gives out information.

GPs do not diagnose dementia, this is done by a mental health team. The Practice is only involved in regular reviews. Janet King will contact the CEO of Dementia Care to see what else can be done.

Action Janet King

Diana will speak to the WI about providing “Twiddle Muffs” which proved very popular in the past.

Action Diana Constantine

Minutes of the Last Meeting

The minutes of the last meeting, held on 4th November 2025, were approved as an accurate record of the meeting.

Actions arising from the last meeting

There were no actions

Practice Update

The Surgery are currently advertising two new positions, 2 receptionists and 1 new Dispenser.

The Dispensary Manager is reducing his hours to work 4 days a week. Two part-time Dispensers are retiring this week.

Two nurses are reducing hours and so 1 Practice Nurse and 1 Assistant are being recruited.

The main challenges to the Practice have been staff sickness and patient demand.

At this point Drs Roffey and Shanmuganathan made a brief appearance and were given an update on proceedings.

GP Talk

It was proposed that Colinette Margerison would give a talk on “Hormones, Health and Weight. What everyone wants to know after 40”

Louise Webb will contact Medstead Village Hall for suitable dates at the beginning of May, and for a start time of 7pm.

Action Louise Webb

Other ideas and actions

Cathy Bolover volunteered to clean the sign which is on the main road

Action Cathy Bolsover

Date of the next meeting

28th April 2026 at 3pm at the Surgery