Mansfield Park Surgery
Patient Participation Group Meeting
20th July 2026

Present: Roy Cleaver – Chair
Louise Webb – Deputy Practice Manager
Cathy Bolsover
Pat Lyons
Gill Siddall
Janet King
Louise Barnwell

Apologies had been received from Hilary Oldham, Helen Coe, Diana Constantine, John Leech and Joy Kelsey.

Roy as Chair welcomed members to the meeting which was quorate. Louise Barnwell was welcomed to her first meeting of the group and a brief introductions followed.

Minutes of the meeting on 19th May 2026 – were agreed and signed.

Actions - None

Practice Update

No progress at the moment with the extension. The dispensary will be extended and have its own access to the outside. The offices will also be extended. The work will be carried out on the lawned area to the front of the surgery. Dr Eamonn King is the lead GP for the project and it is hoped that it will be completed by 2027. No change to the car park.
The National GP Survey is out and Mansfield Park Surgery comes in as above average.

Doctor Shanmuganathan and Doctor Smallwood were welcomed to the meeting.
Dr Smallwood is a GP Retainer. This is a package of financial and educational support to help doctors, who might otherwise leave the profession, remain in clinical general practice. Dr Smallwood has three young children so it suits her extremely well. Unfortunately, it only applies for a maximum of five years. The scheme supports both the retained GP and the practice employing them.

Members Questions:

Questions 1 & 3 were taken together -
Given the exit survey what actions are considered as a priority?
There is clearly a problem with waiting times for routine appointments. What is being done to address this?
There is always a duty doctor on at every surgery and urgent appointments are dealt with by them. It is very much a balancing act juggling appointments to give the patients the best service

possible. There is currently no physio at the practice which has meant the GPs are now also dealing with that type of problem. A new physio should be in place in August.
The front of the house team receives regular training and are experienced in handling phone calls regarding appointments and are able to direct patients to the most appropriate appointment slot.
Telephone calls are used for some consultations.
Locums are used when gaps in the number of doctors occur.

Can you explain the transcribing service used by the GPs?
Dr Shanmuganathan uses this service. Permission is requested of the patient and the transcribing service listens to the consultation and provides notes which can be copied and pasted into the patients notes. Dr Shanmuganathan finds the service a great help as she is able to concentrate fully on the interaction with the patient rather than having to type at the same time as consulting.

Local housebound patients are not allowed to use the dispensary. Can exceptions be made for serious cases?
No exceptions can be made and genuinely housebound patients are advised to use the local pharmacy who have a delivery service.

Is there any way patients can be encouraged/educated to be careful only ordering the medication actually required?

There was some discussion regarding whether prescriptions could be issued for longer than a month supply. Dr Shanmuganathan explained that very often the strength of dose may change and so a longer period is not felt to be safe or appropriate.

GP Talk

The talk by Dr Colinette Margerison on Hormones, Health & Weight had been excellent. The 30-minute talk and 45 minutes of questions really engaged the audience.
Another talk will be planned for May 2027.
Several subjects were mentioned – Alzheimer's, Dementia, Diabetes and Exercise.

Other items –

Janet King mentioned that Medstead Village Hall has a fund of monies which could be considered for various projects.

The Exit survey had been conducted on a hot summers day and the results were again encouraging with the majority of patients very positive in the comments.

The front porch is in need of a bit of a tidy up, removal of cobwebs etc.

Date of Next Meeting (AGM) – Tuesday 6th October at 3pm.