

Swan PPG Meeting Summary – 4 March 2026

The Patient Participation Group (PPG) met on 4 March 2026 at Swan Surgery, chaired by David Snelson. Members received operational updates from Swan Medical Group (SMG) and discussed key service pressures, digital access issues, community impacts, and future engagement activity.

System Pressures and Service Impact

Significant concern was raised regarding the **closure of Rowan Ward**, with potential downstream effects on hospital discharges and bed availability. While impacts are being reported to the Hampshire Health and Social Care Board, the PPG felt these reports may not fully reflect realities on the ground. Local consequences include Petersfield patients being redirected to Gosport or Salisbury, with some last-minute reallocations to Cedar Ward. The **Rosemary Foundation**, currently the only provider offering overnight care, is monitoring the reduction in available beds; concerns were noted about slower response times from alternative providers. SMG will continue to monitor the situation.

Access, Capacity and Digital Demand

SMG reported a **116% increase in e-consult usage since September 2025**, exacerbating clinician capacity pressures and reaching daily limits earlier. Key challenges include multiple issues per submission, repeat patient contacts, and continued high telephone demand despite digital uptake. E-consult opening times were felt to disadvantage working patients, and responses are contractually required within 48 hours. With the e-consult contract expiring in September 2026, SMG is exploring alternative providers, though options are limited. Telephone access remains essential for patients lacking digital confidence.

Governance, Quality and Workforce

SMG is preparing for upcoming **CQC inspections**, noting it is currently the only "Outstanding" practice in the region. Recruitment is ongoing to cover three maternity leaves (GP, nurse and HCA). GP demand continues to exceed capacity, and details of the newly released GP contract are awaited. SMG aims to achieve 100% QOF performance and continues flu vaccination outreach where stock remains.

Communication and Information Handling

Discussion highlighted gaps in protocols for **urgent letters handed in at reception**, with agreement that a clear policy is required. Routine letters can be scanned into patient records, but urgent correspondence lacks defined handling. Issues were also raised about outdated signage at Liphook and Liss surgeries. Additionally, some patients received inappropriate smoking cessation messages despite having stopped smoking decades ago; this will be investigated.

Patient Engagement and Community Activity

A review of the **Prostate Awareness Event** noted confusion over expected blood tests, though attendees valued the content. The PPG strongly supported running a repeat event ahead of the Lions PSA testing in September, pending feasibility. Plans were also discussed for PPG members to attend surgeries with a banner to raise awareness of the PPG, supported by a shared objectives list and an informative leaflet.

Digital Inclusion and Community Support

The role of **Digital Care Coordinators**, funded by the ICB, was discussed alongside the possibility of further digital “teach-ins” for patients lacking confidence. With SMG’s digital team currently under-capacity, PPG volunteers may assist small groups subject to feasibility checks. Feedback from the Hampshire & Isle of Wight PPG Forum highlighted expiring care contracts, a 48% ICB budget cut, PHL taking on community nursing, and the availability of a Community Resilience Handbook.

Key Next Steps

Actions were agreed across multiple areas, including monitoring Rowan Ward impacts, confirming protocols for urgent letters, investigating event feasibility, planning PPG presence in surgeries, improving signage, and following up communication errors. The next PPG meeting is scheduled for **24 June 2026** at Liphook Village Surgery.