

Swan PPG Meeting Summary – 3 December 2025

Attendees:

The meeting was held at LVS, key attendees; Ant Bate (Ops Manager, SMG), Dr Guy Cunliffe (GP Partner, SMG), Sonia Meredith (Acting Chair), and Wendy Ross (Managing Director, Hants and loW Healthcare Trust). Several apologies were noted, and one member joined via Teams.

Key Presentation – Rowan Ward & Community Care:

Wendy Ross outlined significant changes in local healthcare provision. The focus is shifting from hospital-based beds to home-based support, with the closure of Rowan Ward and consolidation of beds in Cedar Ward. The number of home-based beds in Southeast Hampshire will increase from 55 to 75, aiming to provide tailored care packages for patients discharged from hospital. While this model is supported by NHS England and the Integrated Care Board, concerns were raised by the PPG about palliative care at home, particularly regarding night-time support and the ability for patients to die at home. Wendy Ross assured that alternative night services are available, and hospital admission remains an option if needed. Staff reductions will occur, but alternative roles in the community are being offered.

Clinic Updates:

The Flu and Covid clinics were praised for their organisation, with additional appointments recently made available.

Performance Indicators & Surgery Update:

Feedback from the Friends and Family survey was overwhelmingly positive, with the majority rating the service as "Very Good." E-consult usage has increased, but this has not reduced incoming telephone calls. The online form has led to increased GP workloads due to multiple issues being raised per econsult.

HR Update:

Dr Zoe Williams has joined Liphook Village Surgery for one day a week. Recruitment is ongoing for several administrative and dispensing roles.

Future Meetings:

Proposed dates for 2026 meetings were agreed, with a change to the March meeting due to a scheduling conflict.

Upcoming Health Event:

A prostate cancer awareness event is scheduled for 28 February 2026 at St Peter's Church Hall. Volunteers will be sought closer to the date.

PPG Promotion:

Efforts to promote the PPG include displaying banners at surgeries and featuring in the Trumpets Newsletter.

Other Business:

- Confusion over surgery name boards at Liss and Liphook will be addressed.
- Prescription issues were discussed, particularly regarding the NHS App's limitations and medication wastage from monthly batch dispensing.

Next Meeting:

Scheduled for Wednesday, 3 March 2026.

Meeting Close:

The meeting concluded at 8:30pm.