

- **PPG meeting held 24 June** covered SMG operational updates, patient access, recruitment, upcoming events, and community health issues.
- **SMG faces ongoing staffing pressures**, with several GP list-holder changes, departures, maternity cover, summer locum support, and recruitment for GPs, HCAs, operations manager, and receptionists.
- **Telephone access remains a key concern:** April/May call volumes were high, average queue times were around **27–30 minutes**, and callback activity remained significant.
- **Patient feedback at surgeries highlighted frustrations**, especially wrong-site attendance and telephone waits; the PPG plans to repeat the exercise in **spring 2027**.
- **Key actions:** coordinate volunteers for the **22 August prostate awareness event**, progress PPG recruitment, prepare a neighbourhood health plans summary, follow up digital teach-in/signage/smoking letters, and circulate forum minutes.
- **Rowan closure monitoring remains a serious concern**, with the PPG noting insufficient home-based care and committing to continued scrutiny.
- **Next meeting: 23 September 2026** at Swan Surgery, Petersfield.