Swan Patient Participation Group Meeting Summary

23 September 2026, Swan Surgery

The Patient Participation Group (PPG) met with representatives of the practice to discuss staffing, services, digital access, patient engagement and wider developments in local healthcare.

Practice staffing and services

Recruiting GPs remains the practice's most significant staffing challenge. Factors include workload pressures, long hours, demand for part-time working and competition from overseas opportunities. One GP is expected to return from maternity leave on 1 December, and further GP appointments are anticipated in February 2027. Recruitment of reception and call-handling staff is also continuing.

The practice is considering offering minor surgery services, drawing on existing clinical experience within the team.

The practice has appointed a new Operations Manager, responsible for the two Liphook sites and Riverside Surgery in Liss.

Digital access and technology

The contract for the practice's current online consultation system ends in March 2027. Alternative systems are being considered, and the PPG may be invited to test or comment on possible replacements from a patient's perspective.

The potential use of artificial intelligence to improve telephone access was also discussed. An AI-supported system could answer and triage several calls at once, potentially reducing waiting times. The practice acknowledged that capacity, clinical safety and other operational issues would need careful consideration before any system was introduced.

The practice confirmed that it follows a rigorous approval process for clinical technology and uses only software that has undergone the necessary safety checks.

Hampshire Library Service is providing free sessions to help eligible people use the NHS App. Two sessions are planned for 16 October. The practice's Social Prescribing team will help identify patients who may benefit.

Premises and patient information

The practice has purchased the former Lloyds Bank building in Liphook. The aim is to bring Liphook services together on one site, reducing confusion for patients about which location to attend. Architects have begun assessing the building and the practice's requirements.

A media student is also producing a video about the practice. It will feature members of staff and is expected to be shown on waiting-room screens.

Vaccination support

More volunteers are needed to support the flu and COVID-19 vaccination campaign across all three vaccination sites. An appeal has been circulated to PPG members.

Health events and patient feedback

The PPG is considering holding its next public health event in spring 2027. Possible subjects include help with digital services and online consultations, or a medical issue currently receiving public attention. The topic, venue and date will be discussed at the December meeting.

Feedback on the recent prostate health event was positive about the quality of the presentation. However, some attendees had expected to receive a PSA blood test. Information about a forthcoming Lions Club PSA testing event was provided where appropriate. Future publicity may need to make clearer what services will and will not be available.

The group also agreed that another patient survey should be conducted. The questions will be finalised in December.

PPG membership

There is currently one vacancy on the PPG, ideally for someone from the Liphook area. Local GPs will be asked to encourage suitable patients to express an interest.

The existing Chair and Vice-Chair have agreed to continue in their roles for another year.

Wider NHS developments

The group received an update from the Hampshire and Isle of Wight PPG forum. Topics included:

- plans for neighbourhood health services, which currently appear to be on hold until at least April 2027;
- the safe accreditation of artificial intelligence and other digital systems used by GP practices;
- national targets for use of the NHS App, alongside concerns that downloading the app does not necessarily mean patients use it regularly;
- plans for more integrated electronic patient records linking GP and hospital information; and

- the movement of patients between GP practices, Urgent Treatment Centres and Accident and Emergency departments, where different clinical criteria may lead to patients being redirected.

No date has yet been set for a Care Quality Commission inspection.

Next steps

The main follow-up actions are to:

- involve PPG members in evaluating replacement online consultation systems;
- develop proposals for the next public health event;
- promote the digital support sessions to eligible patients;
- encourage applications for the vacant Liphook PPG place;
- prepare questions for the next patient survey; and
- agree the PPG's meeting dates for 2027.

The next meeting is scheduled for **Wednesday 9 December 2026**.