

Meeting of the Trafalgar Medical Group Practice (TMGP)
Patient Participation Group (PPG)
held at Eastney Health Centre on Wednesday 4 February 2026

PRESENT

Mr Andrew Barrow; Mrs. Jean Barrow; Mr. John Doughty; Ms Barbara Greenslade; Mr. Patrick Keefe (Secretary); Mrs. Fliss Konieczny; Ms. Pam Lander Brinkley; Mr Robin Lander Brinkley (Chair); Mr Megan Patel; Mrs Sherita Patel; Ms Christine Stananought; Mrs. Janet Wilmot.

Mrs. Wendy Shave – Patient Experience Manager

Apologies were received from: Mr. David Pryke; Mrs. Jayne Pryke; Ms Ruth Smith.

1. WELCOME

Robin Lander Brinkley welcomed everyone to his first full meeting as Chair.

2. GUEST SPEAKER: “PHARMACY FIRST”

What is Pharmacy First. To summarise from the NHS website: The Pharmacy First service was initially introduced in 2019 to offer patients a more convenient way to access healthcare in some circumstances, without having to have seen their GP. That included support with healthy eating, exercise, stopping smoking, monitoring blood pressure, contraception, flu and covid vaccinations.

This was expanded in 2024 to complete episodes of care for a further 7 common conditions following defined clinical pathways, including: earache, sore throat, and urinary tract infections, aiming to address health issues before they get worse.

Portsmouth Pharmacy. The Chair introduced Meisam (one of the owners) and Hassan (a trainee member of staff) from Portsmouth Pharmacy (opposite the Eastney Health Centre) to talk about Pharmacy First and their part in this.

The previous pharmacy had been part of the Lloyds chain and had been losing customers through poor service. It was therefore put up for sale and it was bought by Meisam & Ali in 2023. They'd since invested significantly in the facility to overcome the previous problems, after listening to feedback from customers and staff. This, and their adoption of the Pharmacy First changes and the associated training, had resulted in far higher customer satisfaction and an improvement in the financial position. Locals were now able to speak to and be treated by pharmacists about the listed conditions (which is all recorded in the NHS system and available to GPs). In addition to providing a faster service, this had also achieved the NHS aim of improving access to GPs for all the other conditions (since there was less competition for appointments).

Meisam & Hassan were warmly thanked for taking the time to attend the meeting, as well as for the levels of service they had achieved.

3. MINUTES

The Minutes of the Annual General Meeting of the PPG held on 22 October 2025 were agreed as a correct record. It was asked if Steve Cliff had been asked to be an ambassador for men's health for the practice – the answer was no, because the decision had been taken that this wasn't necessary. **Wendy was asked to ensure Steve was informed.**

4. QUESTIONS

No questions had been asked in advance, but the following arose during the meeting:

- a. Whether there was any news on the Osbourne Road Surgery moving into the former Debenhams? **Wendy said not she was aware of, but she'd check.**
- b. Noting Dr Collins impending departure (TMG Facebook), it was asked if: another member of the Practice would take over oversight of the gardens? **Wendy said she's ask;** and how volunteers might arrange to further help clear rubbish/leaves in locked elements? **Wendy outlined her availability and invited them to contact her to gain access accordingly.**
- c. Urgent Appointments – while callers can request home visits by phone, it was requested that better advice should be offered on the website for those personally unable to, or have a representative, be at or phone the surgery at 8am. It was highlighted that patients *known* to have such difficulties were recorded on the system and were eligible for a same-day appointment if possible. **Wendy said she'd ask.**

5. CHAIRMAN'S STATEMENT

The Chairman reported on the virtual meeting of the Hampshire and Isle of Wight PPG he'd attended in November, as promised at the AGM. He'd been one of 33 attendees, which made 31.8% of the PPGs. The Guest Speaker had been on 'household and community resilience', and provided an overview of the Local Resilience Forum (LRF), which operates under the Civil Contingencies Act. This brings together responders from both Category 1 (such as emergency services, NHS, and local authorities) and Category 2 (such as utilities and transport providers) to plan for and respond to emergencies, such as:

- The importance of risk registers, which identify potential threats such as coastal flooding, severe weather, and power outages.
- Practical steps for household resilience, including signing up for alerts (e.g., Met Office warnings), registering for the Priority Services Register with utility companies, creating a household emergency plan, and preparing a grab bag.
- Strategies for community resilience, such as developing community emergency plans, sharing information, and involving local volunteers.

Resources are available on <https://hiowprepared.org.uk/>, including templates for household and community emergency plans and a community resilience handbook.

Members raised questions about the publicity of the Priority Services Register (PSR: <https://www.thepsr.co.uk/>), the role of schools in emergency planning, and how GP practices could help identify and support vulnerable patients.

The Second item had been a discussion about the implementation of total triage systems and changes in appointment access.

The Integrated Care Board Update included Key Changes introduced in the October GP contract, which Trafalgar already had in place:

- Online consultation tools must remain open during core hours.
- Practices are required to provide clear and accessible information on their websites about how patients can access services.

6. PRACTICE UPDATE

Wendy Shave reported that the practice clinical team currently continues to comprise:

- 18 GPs in total including 6 Partners and 12 salaried GPs, and there are now 2 GP registrars with 1 extra joining shortly. However, one salaried GP is leaving and Dr Jack Collins will be relocating in March. Looking to recruit another GP.
- The nursing team still consists of 9 Nurses and 8 Health Care Assistants, and Paramedic practitioner Vicky has now joined. However, Nurse Kate is leaving and a replacement is being recruited. Another part-time nurse is further reducing her hours.
- It is planned to expand our remit re heart failure, with a dedicated nurse.
- There are lots of students at the moment.
- 28,000 patients remain registered, and between Jan – Dec 2025 there were:
 - 133,267 Appointments booked, of which
 - 66,407 Telephone
 - 67,797 Face to face
 - 4,632 not attended
 - 92,937 Total telephone calls received
 - more than 200,000 Prescriptions issued
 - 84,062 Documents processed

The PPG expressed its thanks to TMG for the service it provides, and on this occasion to Dr Collins in particular for his contributions to the Practice. The latter including the installation of the gate that allowed access to the front garden when required.

7. FUTURE MEETINGS

While the intent remained to hold meetings every 4 months, the Chairman opened this item by inviting views whether they should all remain at 5pm on Wednesday. The conclusion was that they should. He said that the next meeting for the PPG (in early June) had not yet been arranged but the date would be announced when the minutes of this meeting were circulated.

UPDATE:

Next meeting will take place on 3rd June 2026 @ 5pm.