



Patient Participation Group (PPG) Agenda Tuesday 27th January 2026, 12.30pm St Melor House Surgery

Attendees: Dr Alison Brown, GP Partner St Melor House Surgery
Jenny Holmes, Practice Manager, St Melor House Surgery
Katheryn Pinner
Caroline Pollard
Nikki Bayly-Pike
Sandy Jones
Arthur Miles

Apologies: Janine Neate
Dr Monica Devendran, Mayor and Wiltshire Councillor
Gill McAllister
Royston Cox
Peter Beyfus

Previous minutes

No action points from previous meeting.

Staffing and update on surgery services

Dr Lucy Aquilinais due back from maternity leave May/June time. Dr Tom Marshall has now increased his sessions to 7 per week.

Currently fully staffed but we are recruiting another receptionist for additional capacity and to help cover for annual leave and sickness.

Building and Capacity

Building work has been taking place with a slight reconfiguration of the reception area.

This has allowed us to build a small office at the back of reception which is where our pharmacy team is now placed.

On the first floor, the admin office has been split to create two further clinical rooms and the admin team has moved into a slightly smaller office space.

The addition of two further clinical rooms will provide sufficient capacity for approximately the next five years. We have also examined the possibility of converting the loft space into office accommodation, thereby allowing the entire first floor to be dedicated to clinical activity. However, the costs associated with this option are prohibitive, and the work would require the complete removal and reconstruction of the roof. The project would take an estimated six months

to complete and would cause significant disruption to operations. For these reasons, we intend to revisit this option only if and when the need becomes more pressing.

An electric door mechanism has now been fitted to the side door to allow for ease of access. A sign has been put on the main front door directing patients to an accessible entrance.

A self check in screen has also been installed at the entrance so patients do not have to go round to reception to check in. These changes have been well received by patients.

Paper notes

We still store thousands of paper notes which takes up another office space. Very slowly these will get scanned in but it is a huge project and will take years to complete. There is no extra budget from the NHS to allow for this work to be completed.

Winter resilience

We are managing well with winter pressures and have extra capacity to manage these appointments throughout December and January. Salisbury Hospital is on critical alert and struggling with demand. Our core hours are 8am – 6.30pm and will only signpost to the Walk In Centre for when we are closed. If we deem it clinically necessary to go to A&E then we will send patients there.

Any other business

- Cllr Monica Devendran continues to highlight to the Health Select Committee the lack of adequate pharmacy services in Amesbury. When the Pharmaceutical Needs Assessment (PNA) for Amesbury was carried out last year (2025), sufficient evidence was submitted demonstrating that Amesbury needed an additional pharmacy. Despite this, the PNA outcome for Amesbury remained unchanged. Monica has asked that the appropriate Cabinet Member confirm if she would liaise with the ICB, to ensure that the growing population of Amesbury has timely and equitable access of Pharmacy services.
- To reinstate the Did Not Attend appointments board as well as how many patients did attend their appointments so patients can see how many appointments there are monthly.
- Spring Covid boosters starts again in April. It will be the same cohort as Autumn 2025 (over 75's, 6 months and over who are immunosuppressed and residents in a care home for older adults). We will run two Saturday morning clinics in April and May – dates to be confirmed shortly.

Date of next meeting:

Tuesday 12th May 2026, 12.30pm