

Friends of Gratton Meeting Wednesday 26th November 2025 15:30 at Victoria Hall - Notes

Welcome

Dr. McEwan welcomed the group and thanked everyone for coming. He introduced Mel, our surgery apprentice who will be supporting IT initiatives and insurance purposes.

Update from Dr Lorne McEwan

Staff changes – Nurse Gemma Pemberton has sadly left alongside Nurse Lynn Flynn who is still currently taking diabetic appointments at the surgery as Telephone calls. We are happy to have Nurse Rachel Sowray back after being away for 6 weeks. It is a delight we have Dr Celia Cornes returning to the surgery as a full time GP. We also have a new full time GP, Dr Andrew Baring, who will be with us until the end of March 2026.

Flu & Covid Clinic – We had a massive turnout for our flu & Covid Clinics running between September and November with over 1,000 patients fully vaccinated! Unfortunately, the NHS had a strict criterion for those who could have the Covid Vaccination which we hope will have less limitations in the new year.

NHS Digital – Digital transcription software is now in use, which has improved the quality of clinical notes and efficiency. This will support the practice's goal of moving from 10 minute to 15-minute standard appointments in the new year.

NHS App Clinics

Lorne has found out we have the highest count of patients using the NHS app in the country! This is a big achievement for the surgery as well as yourselves for such a rural practice. Due to the NHS app progressing quickly, we have decided to run a weekly clinic for those who would like to understand what the app is. These sessions will be running every Tuesday or Wednesday between 12-1pm with 20-minute appointments. This clinic will be run by Hazel, Marie, and Mel who have been trained up to understand what the NHS app does, and how it can benefit yourselves and the team. If you would like to learn more about the NHS app, please call reception!

It was also brought up by the patients to create a poster to display around Sutton Scotney and South Wonston to bring more attention to the app and entice more users to use the platform. Another participant advised to run an audit on those who do not have a mobile device or continue to use paper repeat prescriptions to entice those to use the app.

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Anima

We are introducing a new software called Anima to help facilitate patients needs quicker and to replace our E-Consult service. This new platform will be integrated into the NHS app which responds better to direct you to the correct care you may need. With this software, this will help doctors spend more time with you personally instead of having to type your consultations. This is part of artificial intelligence, but will also accommodate letters written by GP's, better and clearer clinical notes, and helps direct you to the best option. Anima will be rolling out on the 5th of December 2025 and will replace E-Consult service.

Prescription Collection – The South Wonston collection service has turned out to be a huge success for patients who do not have access to transport and has also cleared traffic at the main branch dispensary. It is with sad regret **we are having to close down our Micheldever station collection service on 10th December 2025** due to not enough patients using this service. This may be reconsidered if there is a population demand for this service to reopen. Patients queried whether it would be easier to use Micheldever instead of Micheldever Station but unfortunately, we do not have permission from CQC to use this facility. Lande has also been informed to speak to Tim Murphy regarding a new rota system, so every volunteer has a chance to aid this facility and also have a chance so speak to the patients. We will also consider an extra day at South Wonston or longer days to help facilitate other patients.

Use of South Wonston

From the new year, we will be running a phlebotomy clinic at the South Wonston branch on Tuesday Mornings. The practice is also strongly considering reintroducing sessional GP clinics for the new year. We will need to make clear where your appointment will be to reduce confusion, this service will be aimed at the residents of South Wonston, but this may not be convenient as many patients will want the next appointment available, whether this will be at Gratton Surgery or South Wonston. We will encourage patients to use the main branch if available. IT systems at the branch surgery have been upgraded to support clinical services. Some minor work, such as new flooring in one room, may be required. There are also some parking issues at South Wonston that has been addressed and will be forward to the Practice Manager.

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Volunteers

On behalf of the surgery, we would like to say a massive thank you for all volunteers who have given up their time to help the surgery with our prescription collection service! We hope you all feel like part of the Gratton Surgery team; it is truly appreciated.

Q&A

We opened questions to the floor and had multiple valuable concerns.

- A request was made for a larger table to aid in the organisation of prescription and maintain patient privacy.
- The door of the South Wonston branch can be tricky to lock. Many volunteers have advised the door needs constant maintaining. Lande will speak to Sarah about arranging an engineer.
- It was also mentioned for the surgery to open a donation box for the Countess of Brecknock Hospice in Andover. This service supports a wide area, including around Sutton Scotney and South Wonston and is used for their service's multiple times. We will also display posters in reception regarding this. One of the patients will be in contact to arrange fundraising.
- A member expressed great appreciation for the current appointment system, especially the on-the-day appointments. Dr. McEwan confirmed the aim is to maintain this level of access. Routine appointment waiting times are currently down to approximately two weeks.
- The group raised concerns regarding limited parking and poor visibility when exiting the car park due to an overgrown hedge in the South Wonston Branch.

Lastly, we would like to say thank you for all of those who attended the meeting today! It was a very cold day in the hall, but with Lande's tea and coffee, I'm sure we are all warm! Thank you all very much for making the effort to attend.