

Minutes of the PPG practice meeting held at Sheepcot Medical Centre on Monday, 23rd of June, 11 am-12 p.m.

Attendees

Steve Macaulay (chair), Andy Glodowski, Krysia Glodowska, Isabelle Holloway, Anne Jervis, Nikki Chamberlain, Dr Jackson, Rebecca Stone.

1. Minutes of previous meeting

These were accepted.

2. Apologies for absence

Jack Alvarez, Sharon Carter, Brenda Hall, Stephen Hill, Jan Pearsey.

3. Updates from the practice

There were no new starters and leavers this month.

There are now 15-minute appointments offered per month. This is to provide a greater time for patients to deal with their issues, and is an experiment. to assess their use. The Salaried GP's Dr Rattan, Dr Woo and Dr Patel have all increased to 15-minute appointment slots. They see 13 patients in the AM and 12 in the Afternoon. The BMA recommends that GPs should have no more than 25 patient contacts per day which reflects these changes. These changes will allow for a more holistic approach and allow both the Patient and GP the time they need.

In addition, all our Minor illness clinicians, so all three of the Advanced Nurse Practitioners Victoria, Aneta and Estella, and our Paramedic Mark, each have 15 minutes appointment slots too.

4.. Future priorities for the practice post CQC inspection and patient survey

Sheepcot Medical Centre underwent a Care Quality Commission (CQC) inspection in February, which recently resulted in a "requires improvement" rating. While the practice is disappointed by the rating, they believe it doesn't fully reflect the hard work and dedication of their staff.

The results of the CQC inspection were discussed in detail, and the practice's response, together with patient reactions to the publication of the report, were considered. The first priority was to address the safety concerns outlined, which were carried out speedily. New NHS-compliant policies have been introduced, together with evidence of completion, and a weekly leadership meeting has been installed. The main themes that came out of the meeting are attached separately. The follow-up inspection has yet to be announced, but is expected within the next 6 months.

5. Continuity of GP consultations for patients with chronic conditions

Dr Jackson is currently looking into introducing a more continuous GP approach to those individuals who need regular follow-ups for their chronic conditions.

6. Vaccination programme.

Covid vaccinations are now finished, and we look forward to the next series of flu and Covid vaccinations in the autumn.

7. Publicising the social prescriber

Unfortunately, we cannot take forward the idea of publicising the role of social prescriber as the incumbent is unwell.

8. Any other business

None

9. Future meeting

It is hoped to hold a future meeting after the summer break in September, which will probably be an evening meeting, face-to-face.

Notes on key themes arising from discussions with the PPG on the CQC report on Sheepcot Medical Centre, held on Monday, 23 June 2025

Background

The Care Quality Commission (CQC) inspection in February resulted in a "requires improvement" rating.

Practice response

In response to the CQC's findings, Sheepcot Medical Centre has implemented improvements, including:

- Updating policies in line with NHS guidance
- Ensuring staff training is up to date with the latest legislation
- Reviewing patient care pathways for safety and effectiveness

Patient Response

On behalf of the PPG, Steve felt he was surprised by the findings, particularly in relation

to patient safety. This gave Steve particular cause for concern, as it did the rest of the PPG. He was reassured that the safety issue had been dealt with very quickly.

Other areas that had been examined and changes made

For drug monitoring, the use of a different tool, Ardens, enabled better flagging up of drugs and individuals for monitoring. Previously, a different tool was used, Eclipse. This led to omissions and was identified by the CQC.

Training was now better managed by a training record for each individual, with appraisals carried out regularly. Use of an evidence-based system meant greater management transparency and accuracy.

Administration and governance

Administration and governance had been reorganised, and a new manager, Rebecca Stone brought in with experience of dealing with similar situations within GP practices. Rebecca is from the PCN and works 2 days a week at Sheepcot on governance issues. Nikki Chamberlain works alongside Rebecca as operations manager. Teresa, the previous practice manager, now works 2 days a week in a specialist finance role. Rebecca, Nikki and Dr Jackson meet each week to review important admin issues.

Shadowing

Anne Jervis suggested from her experience the value of shadowing, where someone will explore a similar role in a similar organisation to gain fresh insights. Dr Jackson in particular, thought this was a good idea and worth exploring further.

Patient communications

It was generally felt that it was worth exploring whether, say, a quarterly newsletter or similar would help to put forward the case of what the practice was doing positively and examples of how the staff were working on what the issues were.

Additional partner

It was hoped that the practice could find a suitable partner to complement and work alongside the others within Sheepcot Medical Centre.

Other items also mentioned in CQC report

Two other items were mentioned in the CQC inspection report: some felt care issues were not jointly discussed. Also, some groups felt they were not fairly treated. Both points were not specific or detailed.

Overall

Overall, the practice felt disappointed that the detailed evidence they submitted in response to the first draft of the report had not altered the final report. However, everyone involved at the practice is determined to make lasting changes designed to be of benefit to effective patient care.