

Sheepcot Medical Centre

Minutes of Virtual PPG Practice Meeting held on Thursday, 1st May 2025

Attendees:

Steve Macaulay (Chair), Andy Glodowski, Brenda Hall, Isabelle Holloway. Anne Jervis, Nikki Chamberlain, Debbie.

1. Minutes of previous meeting

The minutes were accepted.

2. Apologies for absence

Apologies were received from Jack Alvarez, Sharon Carter, Krysia Glodowska, Stephen Hill, Dr Jackson and Jan Pearcey.

3. Updates from the Practice

3.1 New Practice Organisation

From 1st April, a new organisation and responsibilities have been introduced:

Operations Manager, Nikki Chamberlain

Deputy Operations Manager, Debbie Sanger

Finance Manager, Teresa Batchelor

Governance, Rebecca Stone (PCN role)

This will be reviewed after 6 months

3.2 Starters and leavers

A new Nurse Practitioner, Victoria Swain, covering minor illnesses and Practice nursing,

Advanced Nurse Practitioner, Estella Wilhelms, to include Lancaster Court care home.

Theodora Clinical Pharmacist

Locum Pharmacist, Nivika Shah

Administration: Ellie Osler, Claire Whelan, Sophie Wood, Karen Callan

Secretarial: Lisa Dorey

The significant implications for admin. staff training have been taken up by Dr Lwin, who will hold two staff training sessions.

3.3 CQC Inspection

The draft report was published for SMC scrutiny and, in response, factual errors were submitted by the surgery. The final report has yet to be published. The work required to review every aspect of the work of the surgery has been thorough and detailed. The required new processes have been shared with other GP surgeries.

3.3 ICB cost reductions

The proposed 50 per cent cost reductions for ICBs are significant. It is too early to assess their impact on GP surgeries and patients, but the aim is to keep these to a minimum.

4. Triaging system: Is it working for patients?

The system is working at capacity. For many years, it has been the case that appointments run out as the day progresses.

Acknowledgement of requests could be clearer, so that everyone knows a form has been submitted and acknowledged.

5. Current volume of patient appointments and staffing levels

Since the pandemic, the volume and complexity of patient demand for appointments has gone up considerably. This has increased workloads, but the number of SMC appointments given is above the required national NHS level. Acknowledgement of referrals sent for consultant appointments will in future, be sent.

6. Making Follow-Up appointments

These can only be booked two weeks ahead. Further out, there is a risk that all appointments could be fully booked, with no others available. Patients have to take responsibility for booking their own appointments. Dr Jackson uses a follow-up text system so that patients can follow up where necessary.

7. 2025 patient survey follow-up

The recent patient survey produced high satisfaction levels. Nikki agreed to look at the areas mentioned for improvement. She will also publish a summary of the findings for patients.

8. Vaccination programme

The COVID spring booster programme has led to two sessions being completed, each with 200 patients. Another 500 people are eligible to receive the vaccine, though some have said they do not want to receive it.

9. Friends and Family Feedback system after consultations

These provide useful feedback. A PPG member wanted to know if this is after each consultation. This will need to be investigated.

10. Publicising the Social Prescriber Role

A short publicity video for the waiting room was felt to be useful to help people be more aware of the carers champion to help signpost patients for available help. There is only one person now in this part-time PCN role.

11. Any other Business

None

12. Future Meeting

It is hoped to hold a face-to-face meeting in June.