


**Warwick Gates FHC
Patient Group Meeting
MONDAY, 17 MARCH 2025
5.30pm – 7pm
(Cressida Close CV34 6DZ)**

Attendees:

- Amanda Kettle (AK) - WGFHC Practice Manager
- Stuart Jackson – Leamington PCN Manager
- Shelby Preston Morris – WGFHC Operations Lead
- Core Members – JT, SS, JB, JC, KG, MW
- Apologies – DP, WR, SB, SE

| Agenda Item | Discussion points | Actions agreed |
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| Review actions from previous meeting – January 2025 | <ol style="list-style-type: none"> 1. Mop up confidentiality policies outstanding 2. Increase in NI calculations from April 2025 to be shared with patient members at next meeting | <p>Members signed confidentiality policy where appropriate.</p> <p>The practice has calculated the impact of Employer NI increases from April 2025; calculated as an increase of £25k for the year 2025 – 2026. There are no plans to consider redundancies at this time.</p> |
| Primary Care Network (PCN) Update Stuart Jackson | <ul style="list-style-type: none"> • Introduction of Neighbourhood Teams • PCN Patient Engagement Plans – Wednesday April 16th at 7pm at Clarendon Lodge Medical Practice. It is hoped that each PPG would be represented at the meeting with at least one person, and preferably two people. The meeting would outline in more | <p>SJ gave an overview of new PCN initiative to be included in the Network Directed Enhanced Service Contract with discussions commencing in 2025 regarding structure and nature of new 'Neighbourhood Teams'. This will involve working in a more integrated way with a focus on impact on health, wellbeing and the quality of care we deliver. Having Integrated Neighbourhood Teams (INTs) will provide more joined up care for residents which will be achieved by having a variety of partners with different expertise working together such as Mental Health services and Social Care. Patient representation will be an important component of this new concept.</p> <p>SJ summarised discussions regarding a wider Patient Engagement Group Forum following a meeting with representatives of CLMP. Members agreed that this was a positive way forward having raised wider patient engagement as a significant gap in PCN planning to date.</p> |

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| | <p>detail the longer term vision for the PCN and the Integrated Neighbourhood team and how this might function into the future. There will also be opportunities to ask questions and to discuss the proposal for a joint PPG group which could provide an informed Patient Voice in the new structure.</p> | <p>Members agreed to hold a conference call on Monday 7th April 2025 to agree WGFHC representation at the meeting scheduled for 16th April and moving forwards</p> |
| <p>Patient Survey Results Shelby Preston Morris</p> | <p> Patient Survey results 2025.pptx</p> <p>Members reviewed the attached patient survey results from January/February 2025</p> | <p>SPM shared patient survey results; outcomes as follows:</p> <ul style="list-style-type: none"> • 552 responses received versus 212 responses in 2023 • 77% of patients who responded said they found it easy to make an appointment • 74% of patients who responded said they found access to the new on line system for booking an appointment easy and efficient to use • 88% of patients who responded said they had received an appointment on the same day as making the request • 55% of patients who responded said they were happy to book an appointment online with the remainder 45% preferring to contact us via telephone • 70% of patients who responded said they would welcome more appointments outside of core hours |

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| | | <ul style="list-style-type: none"> • Positive comments were received in relation to the shift to 15minute appointments; previously 10 minutes in length. Majority of patients said that they felt less rushed and had more time to discuss their health problems as a result. • Some patients reported frustrations regarding being seen by Advanced Nurse Practitioners when they would have preferred to see a GP. • Members considered all comments made through the survey and agreed overall this reported excellent results whilst taking into account specific patient comments in all areas. |
| Any other business | <ul style="list-style-type: none"> • Next meeting – Monday 23 June 2025 • Teams call agreed Monday 07 April to agree representation at PCN PPG forum 16 April • Dementia Cinema Club, Oakley Grange -12 April 2025; times TBC • AGM annual meeting – theme at next meeting to share achievements and trends | <p>@ 5.30pm</p> <p>@ 5.00pm</p> <p>JB shared learning from other PPGs locally; agreement reached that annual AGM is a good idea to share achievements and trends for the year and feed into 2025 – 2026 objective planning</p> |