



# Warwick Gates Family Health Centre Patient Group Meeting

Monday 30 June 2025  
5.30pm – 7pm  
(Cressida Close CV34 6DZ)

## Attendees:

- Shelby Preston Morris – WGFHC Assistant Practice Manager
- Core Members – JT, JB, PL, SS,
- Apologies – SE-H, JC, MW, WR, DP, SB

Agenda Item	Discussion points/actions agreed
<p data-bbox="203 927 479 995"><b>June 2025 Patient Newsletter</b></p>  <p data-bbox="203 1142 416 1190">Warwick Gates FHC Jun25 Newsletter (1)</p>	<p data-bbox="654 890 1196 922">Discussed patient newsletter contents</p> <p data-bbox="654 963 931 995"><b>Cashless Practice</b></p> <p data-bbox="654 1002 1984 1070">We discussed the practice's transition to becoming a cashless facility. Overall, this has been a positive change, with only one or two minor issues raised by patients.</p> <p data-bbox="654 1112 918 1144"><b>Training Practice</b></p> <p data-bbox="654 1150 2007 1219">We are pleased to announce that we are now officially a training practice. This has been a long-term goal, and we now have our first GP trainee, Dr Barr, joining the team.</p> <p data-bbox="654 1260 855 1292"><b>New Website</b></p> <p data-bbox="654 1299 1939 1367">Since launching our new website, we've identified that the previous site contained outdated information, which has now been reviewed and updated. We reminded the group that some</p>

	<p>teething issues may occur with any new system and encouraged patients to report any problems so they can be addressed promptly.</p> <p><b>Patient Survey Results</b> This year's patient survey had a very positive response, with over twice as many participants compared to 2023. Thank you to everyone who took the time to provide feedback.</p> <p><b>Missed Appointments (DNAs)</b> We are still experiencing a high number of missed appointments. To help reduce these, we've implemented automatic text reminders that include an option to cancel. The group recommended that in the next newsletter, we include the average cost of a missed appointment and a breakdown of DNAs by clinician (e.g., GP, nurse, etc.).</p> <p><b>Hayfever Medication</b> We discussed recent guidance from Coventry and Warwickshire ICB advising practices not to prescribe hayfever medication. Patients should instead visit their local pharmacy to purchase these over-the-counter treatments. The group agreed that early communication on this change is important, and we will include further information in the January 2026 newsletter.</p> <p><b>Carers Week</b> Our registered carer numbers remain low compared to our patient population. The group suggested raising awareness about "what is a carer" to help more people identify themselves in this role. We will look to include an awareness feature in next year's newsletter.</p>
<p><b>Mounjaro</b></p>  <p>Weight Loss Medications.pdf</p>	<p>We discussed recent news that GP surgeries can begin prescribing Mounjaro (Tirzepatide). However, it is important to note that Mounjaro is not currently commissioned for prescribing in Coventry and Warwickshire, and there is no confirmed timescale for when this will commence.</p> <p>We understand there is growing public interest in this medication. For now, we encourage patients to refer to the post we shared on our Facebook page for the latest information.</p>

<b>Flu/Covid 2026</b>	<p>All practices within our Primary Care Network (PCN) have agreed on a combined approach for delivering Flu and COVID vaccinations this year. As part of this joint effort, early communication will be sent out to patients to raise awareness and help with planning. Invitations will begin going out from late July to early August.</p> <p>Patients who are eligible for the flu vaccine only will be invited separately, and these vaccinations will be administered in-house at the practice.</p>
<b>New Member registration</b>	<p>We discussed the possibility of welcoming a new member to the PPG. The group agreed that they are open to new members and fresh ideas and would be happy to expand.</p> <p>It was agreed that SPM will email and extend an invitation to the prospective new member for the next meeting scheduled for September 2025.</p>
<b>AOB</b>	<p>The group discussed the recent Neighbourhood PCN PPG meeting, which was held at a member's home. JB advised the group that with sufficient notice, room space is available at WGFHC for future meetings if needed.</p> <p>There was also discussion around board representation. The group agreed that if a GP from the practice is part of the PCN board, then a PPG representative is not essential. However, if no GP is present, the group felt strongly that it is important to have a PPG member represent the practice to ensure patient voices are included in decision-making.</p>