




WARWICK GATES FAMILY HEALTH CENTRE

Patient Group Meeting
Monday 15th September 2025
5.30 pm – 7:00 pm

Attendees:

- Shelby Preston Morris (SPM) - WGFHC PM
- Core Members – MW, SEH, JT, SS, WR, JC
- Apologies – DP, JB, PL, BC, KA

Agenda Item	Discussion points/Actions Agreed
<p>National Patient Survey Results</p>  <p>GPPS_2025_GP_Info graphic_PUBLIC_M8</p>	<p>Members discussed the recent patient survey results and noted how impressed staff were with the outcomes.</p> <p>The group was particularly pleased with the percentage increase in positive responses. It was felt that the change to total triage has contributed significantly to this improvement.</p> <p>MW suggested producing an overview of the last five years of results for comparison.</p> <p>Agreed: SPM will prepare this overview and share it at the next meeting in November 2025.</p>

Influenza & Covid Vaccination programme 2025/2026

Morning 07:00 - 08:00 am

01.10.2025
01.10.2025
03.10.2025
06.10.2025
07.10.2025
07.10.2025
08.10.2025
08.10.2025

Evening 5:30 - 6:30 pm

02.10.2025
02.10.2025
09.10.2025
09.10.2025

Saturday 08:00 - 1:00 pm

04.10.2025
11.10.2025

COVID clinics will run every Thursday, Friday, and Saturday from 02/10/2025 to 25/10/2025 (4 weeks).

- Flu: Available at either the Ahmadiyya Centre or Warwick Gates FHC.
- COVID only: Available only at the Ahmadiyya Centre.

Over 65	1342
18-64	1478
2-3	373

SPM explained that the PCN is working collaboratively with practices to offer both Flu and Covid vaccinations together, making it more convenient for patients.

The majority of initial text messages inviting patients to book appointments have already been sent, with additional reminders scheduled over the next couple of weeks.

This year, WGFHC has aimed to provide a wider variety of appointment options, including times suitable for those travelling to and from work.

It was noted that uptake for Flu vaccinations has decreased over recent years; staff are working proactively to encourage eligible patients to book in.

Patient Newsletter
September 2025



Warwick Gates FHC
Sept25 Newsletter.p

The group reviewed the contents of the newsletters; the majority agreed with the proposed content.

SS is very impressed and delighted to see Dr Newsome achieve BSL skills. Many congratulations to her.

MW and JT queried whether reception staff inform patients when they are booked with a GP trainee.

SPM clarified that patients are not informed, as GP trainees are fully qualified doctors who are responsible for patient care, although they are undertaking specialist GP training.

Some members expressed uncertainty, noting that patients *are* advised when booked with medical students.

SPM explained that medical students differ from GP trainees as they are not yet qualified doctors. She agreed to feed this back to the Partners for review and will update on the outcome at the next meeting.

**Friends and Family Testing
January – August 2025**

	Extremely Likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely
January	27	0	2	2	0
February	27	4	1	4	0
March	24	2	1	1	0
April	167	10	2	4	2
May	276	29	3	3	7
June	253	15	1	2	6
July	265	19	1	5	5
August	237	13	6	2	4

Google Reviews

GMS Contractual Changes GMS contractual changes propose significant challenges for all staff. We have considered how to keep

The group discussed the positive increase in FFT results.

SPM explained that the automatic text service has been updated so that each appointment should generate a feedback link.

Some members noted that they only receive this text following Nursing appointments, and not after GP or ANP consultations.

Agreed: SPM will investigate this ahead of the November 2025 meeting.

The group discussed efforts by the practice team to increase Google reviews. Some members were not aware that patients could leave reviews online.

It was suggested that posters be displayed in the waiting room to raise patient awareness.

Agreed: SPM will generate posters.

SPM outlined the recent contractual changes and the increased pressure this will place on practice staff, particularly GPs.

<p>AccuRx triage forms open during core hours while maintaining safe clinical advice for patients.</p> <p>Agreed Actions:</p> <ul style="list-style-type: none"> • 5:00 pm cut-off: After 5:00 pm, the duty doctor will no longer review new incoming patient requests. • Capacity reached: <ul style="list-style-type: none"> ○ If the practice has reached safe capacity and all appointments are filled, the duty doctor will continue to monitor the unassigned inbox. ○ Any <i>urgent requests</i> that cannot clinically wait until the following day will be picked up by the duty doctor. ○ For requests that can safely wait till the following day, the duty doctor will send the following text message: <p><i>We have reached our safe clinical capacity for today. We will review and action your request within 1 working day. This is a receipt only. If urgent, please call 111 or 999.</i></p> <ul style="list-style-type: none"> • After 5:00 pm: Any remaining requests in the unassigned inbox will receive the same message, but it will be the responsibility of the reception team to send it. This task will be added to the reception team's end-of-day checklist. 	<p>Partners have met to discuss ways of ensuring compliance while maintaining clinical safety.</p> <p>The PPG group expressed empathy with the GPs and acknowledged the additional stress these changes may bring.</p> <p>Members were supportive of the suggested actions.</p> <p>SPM confirmed she will brief all staff at the next meeting on 22 September. She also encouraged members to share any feedback once the new requirements are in place.</p>
<p>Any other business</p>	<p>Nothing to discuss.</p>