



WARWICK GATES FAMILY HEALTH CENTRE

Patient Group Meeting

Monday 05 October 5.30 pm – 7:00 pm

Oakley Grange

Attendees:

- Shelby Preston Morris (SPM) – Practice Manager
- Dr Burns (JB) – GP Partner
- Jasbir Birk (JBirk) – Pharmacy Director for B&N
- Vivienne Hill - Home Administration Advisor, Oakley Grange
- Core Members – JT, JC, MW, JT, SS, WR
- Apologies – SHE, BC, DP, JB

Actions from 06 July 2026		Minutes
Promotion of the PPG group	Members discussed ways to encourage more patients to join the PPG. Suggestions included: • Promoting the group in the patient newsletter. • Creating a new PPG noticeboard within the practice. • Encouraging clinicians and reception staff to mention the PPG during appointments. • Considering a mix of face-to-face and Microsoft Teams meetings to improve accessibility. SPM will draft promotional material for review before the next meeting.	The new PPG poster was shared with the group and members were happy with it. Copies will be printed for the waiting room/reception leaflet holders and shared on the practice Facebook page and website. It was also suggested that leaflets could be available in clinical rooms so staff can mention the PPG to patients where appropriate. SPM will also look at whether a link to the PPG could be added to the Friends and Family Test message. Action: SPM to print and circulate the new PPG poster/leaflets and explore adding a PPG link to the Friends and Family Test.
SEAs	We had a trend where incorrect information was being saved to the wrong patient's notes. Following this, we implemented a 'two forms of ID' process. This applies to all staff. SPM carried out an audit	SPM gave an update on the two-identifier process introduced after a number of incidents where information had been saved to the wrong patient record. The first audit showed non-clinical staff were fully compliant, but compliance was lower amongst clinicians.

	Audit Summary • Total records audited: 18 • Compliant (two forms of ID confirmed): 10/18 (55.6%) • Non-compliant (only one identifier confirmed): 8/18 (44.4%) By staff group: • Clinical staff: 12 records reviewed ○ Compliant: 4/12 (33.3%) ○ Non-compliant: 8/12 (66.7%) • Non-clinical staff: 6 records reviewed ○ Compliant: 6/6 (100%) SPM will carry out another audit in two weeks to check if compliance has improved and to make sure the correct process is being followed consistently.	Following feedback and reminders, a second audit showed a clear improvement, with 12 of 14 clinical consultations compliant. The two clinicians who were not compliant were contacted individually and both were compliant when re-audited. A PPG member shared a recent experience where they felt their identity may only have been checked using their telephone number. It was agreed that staff must continue to confirm two identifiers even where the telephone system identifies the caller or the patient is well known to the clinician. Action: SPM to reinforce the two-ID requirement and consider a further spot audit to make sure the process remains embedded.
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Agenda Item	Discussion points	Minutes/Actions
Pharmacy First QPMS	 PPG_Pharmacy_First.pdf	Jasbir Birk gave the group an overview of Pharmacy First and the services community pharmacies can provide without patients always needing to see a GP. The service covers seven clinical pathways, including uncomplicated UTIs in eligible women, sore throat, sinusitis, middle ear infection in eligible children/young people, infected insect bites, impetigo and shingles. Pharmacies can also support with minor illnesses and, where appropriate, emergency supplies of regular medication. Patients can access Pharmacy First following a GP/111 referral or, in many cases, by walking into the pharmacy. If the pharmacist feels the patient needs further assessment, they will signpost or escalate appropriately. Details of the consultation are sent back to the GP practice. The group felt awareness of Pharmacy First is still quite low. It was suggested that information could be shared more widely through the practice newsletter and community networks, including Healthwatch. Actions: Include Pharmacy First in the next patient newsletter. Community members to help share Pharmacy First information where possible.
Dr Tucker Veterans	Dr Tucker is taking the lead for our Veteran Friendly Practice status. We will share this on Facebook, in the newsletter, and on the practice website	Dr Tucker is taking the lead for the practice's Veteran Friendly Practice work and will complete the relevant training. The practice has held veteran-friendly status previously, but the group discussed the benefit of having a named lead to develop this further. Once the next steps are clearer, information will be shared with

		patients. Action: Include an update on the Veteran Friendly Practice work in the newsletter, Facebook page and practice website.
CQC Preparation	Contact details for your patient participation group or similar (if they consent to details being shared)	SPM updated the group that the practice is preparing for a future CQC inspection. Dr Newsome had recently attended a CQC preparation session and the practice will continue reviewing areas where it can improve. A forthcoming Partners' meeting will focus specifically on CQC preparation and making sure staff feel prepared too. The group was asked whether members would be happy for their contact details to be shared with CQC if inspectors wished to speak to PPG representatives. Members were supportive and JC offered to take part. Action: SPM to keep a list of PPG members who consent to being contacted by CQC.
New staff	Joiners • Rebecca Gilbert – ANP started June 2026 • Dr Heath – Started August 2026 • Chloe Hiles – Practice Nurse, starts 12 October 2026 • Dr McCarthy – Starts November 2026 Leavers • Dr Polge – October 2026 • Natasha Wooldridge – October 2026	The group was updated on recent and upcoming staffing changes. Rebecca Gilbert, ANP, joined in June and has settled in well. Dr Heath joined in August and has also settled in well. Chloe Hiles will join as Practice Nurse on 12 October, replacing Natasha, who is leaving for a role closer to home. Dr McCarthy will start at the beginning of November, with Dr Polge leaving on 21 October. SS asked about Learning Disability reviews following Natasha's departure. SPM explained that LD patients are being allocated to a named GP and patients will be contacted to explain the new arrangements.

		Action: Practice to write to LD patients once their named GP/allocation has been confirmed.
Patient Newsletter Suggestions	NHS App Messaging New starters	Suggestions for the next quarterly newsletter included introducing new starters, Pharmacy First, the Veteran Friendly Practice work and a final flu vaccination reminder. SPM also explained the proposed change to NHS App messaging. The practice would like to trial sending messages to the NHS App first, with an SMS fallback if the message has not been read within 30 minutes. The aim is to make better use of NHS App messaging while still making sure important messages reach patients. The group discussed some confusion between the NHS App, Patient Access and MyCare. The practice will encourage patients to use the NHS App and will explain the change before the new messaging process is fully introduced. Actions: SPM to include the agreed topics in the next newsletter and communicate the NHS App messaging change to patients before rollout.
AOB	Oakley Grange	Oakley Grange highlighted a number of activities open to the wider community, including dementia-friendly screenings, a community singing group, an intergenerational Lego club, carers support and other community events. Oakley Grange will send information to the practice so relevant activities can be promoted to patients. The group also briefly discussed work around becoming a more inclusive/Rainbow Practice, with further staff awareness work planned.

	Becoming a rainbow practice	Dr Burns and Dr Newsome recently attended a GP Trainers' Day where there was a session around becoming a Rainbow Practice, with a focus on improving awareness and inclusivity for LGBTQ+ patients & staff. They felt this was something the practice could look at further, particularly around making sure staff feel confident in providing an inclusive and welcoming service to all patients. It was agreed that this will be explored further with the wider team. Action: SPM to include information around inclusivity and Rainbow Practice principles within future staff inductions.
	Date of next PPG Meeting	The next PPG meeting is expected to be in January 2027. The group agreed that using a poll again to choose the date would be helpful.