

**Warwick Gates FHC
Patient Group Meeting
Thursday, 30 November 2023
5pm – 6.30pm
Sydni Centre**

Attendees:

- Amanda Kettle (AK) - WGFHC Practice Manager
- Stuart Jackson – Leamington Primary Care Network (PCN) Manager
- Core Members – MW, JB, JC, JT, WR, KG (apologies from DP, SS)

Agenda Item	Discussion points and actions agreed
Leamington Primary Care (PCN) - Stuart Jackson	Leamington Primary Care encompasses the following GP Practices; <u>South Leamington</u> Warwick Gates Family Health Centre Croft Medical Centre Spa Medical Centre Whitnash Medical Centre <u>North Leamington</u> Clarendon Lodge Medical Centre Waterside Medical Centre Sherbourne Medical Centre Cubbington Road Surgery Stuart Jackson; Leamington PCN Business Manager presented slides to inform the Group regarding PCN structure, processes and initiatives underway and planned. The

	<p>group were grateful to further understand how practices are working together and in particular the examples of working at scale ie Medicines Management Hub and Action Hub – both of which have a huge impact on increasing and removing individual practice workload.</p> <p>To support future ‘Improving Access’ plans - a leaflet has been produced for all Leamington patients informing of the range of healthcare professionals along with an outline of their role available to patients.</p> <p>The group discussed and agreed that patient participation and feedback was key to the PCN’s development to ensure feedthrough of patient views and involvement in PCN initiatives and plans. Stuart is the PCN lead for patient engagement.</p> <p>It was agreed that SJ and AK would further discuss options of bringing practice patients together eg patient and practice manager representatives to meet quarterly.</p> <p>PCN presentation to be shared on practice website.</p>
Practice Structure	<p>The group reviewed an amended staff structure showing the following changes:</p> <ul style="list-style-type: none"> ➤ Joanne Bell – Head of Non Clinical Services ➤ Dr Moira Rose – stepping down as Senior GP Partner 31.03.24 ➤ Dr Laura Newsome – will become GP Partner effective 01.04.2024 ➤ New GP appointments – Dr Rose Tucker and Dr Rosie Ali
Patient Newsletter 31 January 2024	<p>The group shared initial thoughts and ideas regarding content of the first patient newsletter due to go out 31 Jan 2024. Next one Summer and Autumn.</p> <ul style="list-style-type: none"> ➤ Meet the team – synopsis of staff; rotated throughout the year ➤ PPG – JC agreed to draft a paragraph on behalf of the group to talk about the PPG and how it works to support the practice and inform decision making

	<ul style="list-style-type: none"> ➤ Digital link to PCN leaflet once updated ➤ Useful local health and social care contacts ➤ Social media/Facebook page ➤ Health checks – those on offer and how to access <p>AK will forward a copy of the newsletter prior to distribution.</p>
Digitisation of patient notes	<p>Lloyd George paper medical records have been sent off for digitalisation; a national project to be completed by December 2023.</p> <p>This will enable transformation plans for upstairs office space for meeting room/office space. It may also enable space for PCN staff moving forward.</p>
Membership; NAPP National Association for patient participation groups	<p>JB and AK will work together to register the Practice with NAPP – this will allow the group to review ideas and share best practice from other practices nationally.</p>
AOB	Next meeting - Monday 12 February 2024

	<p>Gardening Club – new hedge saplings have been planted ☺ along the side of the building against the fences, these were donated by NHS Forest and forms part of the practice efforts to ensure a sustainable/greener general practice.</p>
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