

Abbey Medical Centre Patient Group Meeting Minutes

Date: 30/04/2026 **Time:** 18:00 **Location:** Teams

Welcome and apologies

Attendees: Stella Moore (Chair), Louise Griew (minutes), Michelle Walsh, Dilys Skinner, Jackie Prestwich, Chris Bennett(CB), Pauline Hayward (PH), Sue Finlay (SF), Lesley Holiday(LH).

From surgery: Angie Newton (Practice Manager), Nikki Bowles (deputy Practice Manager), Dr Peter John (PJ) joined at 6.55 after he had signed off as triage Dr for the day,

Apologies: Jackie Llewellyn (JL), Jean Curry (JC)

Colleen Crawford has stepped down, Sue Finlay was welcomed (Speech and Language Specialist / retired primary school teacher) and she introduced herself.

Review of Previous Minutes

Feedback from Family and Friends - AMC gets 140/month. LG suggested heading Feedback (FFT) **Action: deferred until new member of staff for IT starts.**

Link with Kenilworth Schools - **this will be re-started this Autumn term** - SF interested,

Waiting room improvements – a couple of chairs have been recovered, the information screen moves on too quickly, posters have been reorganised – **ongoing. Consider introducing widget signs to assist patients with speech and language difficulties (SF to look into).**

Front Garden – **twigs & ivy still need to be removed – outstanding** – SM to follow up. JP& SP may have to stop watering – will check in 2 weeks may need another volunteer?

Staffroom - PPG information to be displayed to raise the profile of PPG amongst staff - **SM produced poster for AN to display in Staff Area and PPG photo will added after the Face to Face meeting in July.**

Progress of working groups

Menopause Group- LG – The group meets at the Kenilworth Centre on the second Monday of the month. We alternate speakers and peer support meetings. There are 65 people on the mailing list and 46 individuals have attended at least once since October 24. We continue to attract new people. It is advertised via the surgery website, Facebook, Nub News and recently sent in to What's On listings of local advertising magazines. **AN to raise awareness with GPs**

Wellbeing Walks - SM for Mary McGrath - numbers attending the walks have risen but we still need to work on the **marketing of the walks. Is it possible for Mary to come and talk to Drs and could the surgery have leaflets?** **Discussed - Mary to contact AN to discuss further.**

Leaflets - If Mary produces leaflets, PPG members, Wellbeing Walk Leaders - to hand out in community. Leaflets in the library and Sainsburys get taken by public.

The big poster in the waiting room is not really effective. We need a bespoke poster promoting walks at AMC and a press release with Jo Dagg from WDC. **AGREED. SM to discuss with Mary.**

The decision was made to stay with Ramblers, thereby benefiting from their insurance. Training required for volunteers is underway. Ramblers training is very good. (Full report below).

Wellbeing Calls – SM – We are currently calling 85-89 yr olds to discuss booking appointments. Generally positive responses like reception staff are helpful with triage. Minor medical issues are raised but nothing complex. Most patients phone in as this cohort often do not have internet. AMC find our calls beneficial.

Action - Train SF in autumn and organise next cohort to ring - SM

Surgery Update

Staff changes – Lily - Operations Manager moved house so took a new post closer to her home – interviewed for replacement – Her replacement, Thomas, is an experienced Operations Manager who has worked with our systems. We look forward to welcoming him to Abbey MC. A new practice nurse - Abbi Ross, an A and E nurse, has joined us. Louise joined the admin team and supports workflow, which is processing letters and documents that come into the practice. Our new registrar, Dr Catherine Levell is on 4 months placement.

Newsletter – on hold until Thomas joins us.

Quality Outcomes Framework is a yearly review of vaccinations, long term condition registers, asthma, diabetes, heart issues, BP and weight records, alongside a number of public health indicators such as cervical screening and smoking cessation. Each indicator attracts points as reviews are completed. This allows the surgery to claim additional income to reinvest in patient services. We were the 3 points off maximum available last year.

CQC readiness, inspection now likely – As we were Outstanding when last inspected, we will get a focussed inspection with 5 days notice. AMC is now prepared for this - last inspection was several years ago. JP gave a PPG presentation to inspectors last time.

Action - SM to meet with AN/NB to prepare PPG approach.

Building work has finished a 2 new clinical rooms are now in use.

NHS App training: We will organise training at AMC with NHS Digital Champions in NHS App use. We will work alongside Compassionate Kenilworth on this project. Kim Dodd at Castle held a successful drop session in with ICB Digital Champions. Our reception team have been trained. Digital Tech Café is held every Wed pm at Kenilworth Centre – Organised by Uni students and Kenilworth School Pupils. Ken Library have 1 : 1 NHS App help sessions.

JP - older patients still complaining about GP access via tech. (that is why wellbeing calls to this age group are vital)

Action - SM and PH to meet to discuss setting up NHS App training jointly with Compassionate Kenilworth.

Analysis of Patient Survey: 2 surveys done – Lily did analysis – will send round and collate feedback. Comments regarding low number of patients surveyed. **Survey sent to PPG - feedback sent to AN for discussion with SM.**

Vaccinations: There were problems with Covid and Flu Vaccination clinic. Staff running this were not happy with abusive comments directed at them. Messaging needs amending – get queues as lots of people turned up early. Some didn't get invites so turned up randomly – this is not organised by surgery. Checked lists after first phase. Spring Covid better organised – invited differently.

PPG news - SM thanked all PPG members for their input at AMC

Male balance on website – (CB) Relatively little male focus on website currently so this needs sorting out. Men often are reticent to go to GPs. We need more mens health links eg Suicide Prevention, Nocturia Information, Breast Cancer in Men, Prostate Cancer. We should highlight and promote National Campaigns.

Action - SM to set up meeting between AN and CB, with new Operations Manager Thomas to advise. PJ to attend if possible.

Diversify PPG Membership - SM to approach sports clubs, eg Kenilworth Netball and Football club parents. (MW suggested putting posters in barbers shops, the library, Costa Coffee, Ardens, and dental practices). Action - A PPG member to design poster - any offers?

Kenilworth Listening Exchange – SM visited. Particularly valuable for patients with ADHD , anxiety, and other issues to cope with. Organised by a local man at The Kenilworthy Centre and run alongside Warwick Uni students.

SM asked for recommendations of any other groups which enhance patient health locally,

Compassionate Kenilworth has lists of groups/activities on locally which is named **Kissing it Better** – daily calendar . This is stocked in the library. If you would like a link, please ask.

The last Mole Clinic at St Francis was overwhelmed. There is an obvious need, so the next is 23rd May 10-1. Just turn up. Hopefully these will now be fairly regular.

PCN News

Castle MC is still setting up a Patient group – Chase meadow still hasn't got a PPG

With the current changes after the new 10 yr NHS plan was rolled out, our PCN forms the basis for a new Integrated Neighbourhood Team (INT).

This works together with CAVA, GPs, PPGs, VCSE, community pharmacists, WDC, mental health services, social care, community nurses public health and other community health providers. Teams have been set up to work on projects to tackle undiagnosed hypertension (SM in this group), frailty, housebound patients with type 1 diabetes, and patients suffering from depression who are frequent users of GP and hospital services.

The PCN has constructed a Survey for patients which will be distributed soon. It is extensive. SM helped to analyse question structure from a patient perspective.

AOB

DS asked about the effects of recent strike at AMC – We were not impacted by this.

DS also asked how AMC would cope with rising patient numbers - Over 16K now - A Health Hub feasibility study is in progress with Castle. Currently there is no cap on numbers of patients but this may have to happen if numbers continue to rise.

Triage Opens between 8-6.30 (LH asked)

DS asked about Learning Disability Coverage . We carry out annual physical health reviews – Dr Barnes leads this. AMC is in final stages of submitting application for Learning Disability Friendly Status.

JP mentioned that the Minor eye conditions service been decommissioned (shame as was good service). Patients are now referred to a pharmacy, GP, or A+ E (only eye patients seen at Eye A+ E)

SM asked for feedback or comments on information sent round to the PPG as that helps her to produce a response which reflects all our views.

Next Meeting: Thursday 16th July 18:00 - 19:00 Face to Face at AMC

Wellbeing walks report for the meeting of PPG, 30th April 2026

Overview

As the weather has improved numbers attending the walks have risen. The decision was made to stay with Ramblers, thereby benefiting from their insurance. We still need to work on the marketing of the walks. There are a couple of questions below which require answers.

Attendance

The recent improvement in the weather has resulted in more people attending the walks. As leaders, we have the capacity to look after more walkers. We need to work on marketing the walks more.

Marketing

In a recent meeting with Dr Quodrat, it became obvious that she did not know much about the walks. I would be very happy to attend the end of one of the clinicians' regular meetings to explain how and when the walks are, who benefits and how. Is this possible? AMC's own patients seem an obvious audience to attract.

Some Ramblers' walks (Nuneaton and Bedworth) have bespoke leaflets which they hand out to patients. This might be an easy way to distribute marketing because some of those who walk are not computer users. For example, a few of the walkers do not have email addresses. Please can you confirm that AMC will be happy to have leaflets for distribution in the surgery.

Could you also confirm that you will be happy for me to organise a press release with Jo Dagg to promote the walks. Thank you.

Leaders

We have a stable number of very competent leaders. We have been pleased to welcome Chris Bennett as a leader. The decision to stay with Ramblers required 50% of the leaders to do a three hour online training programme to satisfy the conditions for Ramblers' public liability insurance. This is currently happening.

Mary McGrath, 22 April 2026