

ABBEY MEDICAL CENTRE

Patient Participation Group (PPG)

Minutes of Meeting

Date	Thursday 15 October 2026
Venue	Microsoft Teams (virtual)
Chair	Stella Moore, PPG Chair
Practice representatives	Angie Newton (Business Manager); Nikki Bowles (Deputy Practice Manager)
Recording	Meeting recorded by Angie Newton; minutes prepared from the meeting transcript

Attendance

Present	Notes
Stella Moore	Chair
Angie Newton	Business Manager, Abbey Medical Centre
Nikki Bowles	Deputy Practice Manager, Abbey Medical Centre
Chris Bennett	PPG member
Deborah Berzins	New member
Jonathan Crowley	New member
Jean Curry	PPG member
Dilys Skinner	PPG member
Sue Finlay	PPG member – schools engagement lead
Louise Griew	PPG member – menopause support group lead
Rebecca Harrison	New member
Pauline Hayward	PPG member
Jackie Prestwich	PPG member
Michelle Walsh	PPG member (audio difficulties)
Donald Sin Fai Lam	New member
Denis Secher	New member
Ruby Wong	New member

Apologies / not present: Lesley Holiday, Helen Braithwaite (wellbeing calls team). No formal apologies recorded.

1. Welcome, Introductions and Housekeeping

Stella welcomed everyone, in particular the new members. The PPG now has 17 members, a strong level of engagement compared with many local practices. Members were asked to stay on mute when not speaking and to use the "raise hand" function to contribute.

Angie Newton - Business Manager and Nikki Bowles - Deputy Practice Manager, introduced themselves. Nikki outlined the role of Tommy Fox, Operations Manager, who supports with overseeing day-to-day operations, the practice website and IT support. New members Deborah Berzins, Jonathan Crowley, Rebecca Harrison, Donald Sin Fai Lam, Denis Secher and Ruby Wong introduced themselves, bringing experience across healthcare, education, strategy and consultancy, business management and patient advocacy.

Angie thanked members for responding to the PCN survey, through which many new members were recruited. Stella noted the unusually close working relationship between the PPG and the practice, which gives the group meaningful access and the ability to influence change, as well as to pass on positive feedback from the community.

New member induction visits

- Rebecca, Donald and Deborah had confirmed they could attend a Wednesday visit to meet Angie and tour the practice; Jonathan and Denis confirmed Wednesday also suits them.
- Ruby is unable to attend on Wednesdays and will message Stella with a preferred day. Rebecca needs to change her day and will contact Angie directly.
- Donald had raised questions about the website and the PCN survey and asked to discuss these face to face. Stella has asked Tommy Fox to arrange a separate meeting.

2. Minutes and Actions from the Previous Meeting

The actions from the previous meeting were reviewed as follows:

Item	Update	Status
Water supply for front planters	Water supply installed and connected for the planters outside the surgery (owned by Kenilworth Community Gardeners and watered by PPG volunteers).	Complete
Learning disability friendly award	Evidence is ready for submission. Progress is held up because the ICB (Integrated Care Board) has lost a large part of its workforce and has not yet confirmed who will oversee the submission.	Ongoing
Email communications	All members have agreed to BCC email circulation. Members were asked to contact Angie or Nikki via Stella unless a meeting has been pre-arranged.	Complete
Practice newsletter	Monthly newsletter continues, produced by Tommy Fox with Stella. Archived newsletters are now available on the website following Ruby's suggestion.	Complete

Item	Update	Status
Extended hours security and access	Signage and security arrangements have been improved.	Complete
PCN survey analysis	Survey analysed and shared with the PPG and wider patient community, in the newsletter. Donald's comments to be picked up with Tommy Fox.	Complete
Wellbeing calls report (85–89 cohort)	Impact report circulated to the PPG.	Complete
Wellbeing walks information for staff	Mary McGrath's update sent to Angie and shared with staff.	Complete
Confidentiality agreements and Terms of Reference	Agreements signed. Terms of Reference section 4.1 updated to describe the PPG as a "critical friend" (Jackie's suggestion). Updated documents to be published on the website.	Complete (website to follow)
Staff photographs in waiting room	Not going ahead at this time.	Closed

ACTION: Publish the updated Confidentiality Agreement and Terms of Reference on the website, replacing the previous versions. **(Tommy Fox)**

3. Working Group Updates

3.1 Menopause Support Group (Louise Griew)

- Monthly peer support meetings continue at the Kenilworth Centre; room hire is funded by the surgery.
- Numbers are modest but new attendees join most months, many via the Kenilworth Walking Women group.
- A nutritionist spoke in September; the latest session was peer support. Dr Jacques returns every six months, next likely in May 2027.
- A Menopause Day event is being held in Stratford this week, and networking is increasing between local menopause groups.

3.2 Wellbeing Calls (Stella Moore)

- Set up after COVID to reach older patients who were not engaging with the practice. Volunteers complete GDPR training, and issues raised on calls are followed up.
- Previous projects covered carers and older patients who may have struggled after the move to online triage.
- A new frailty project is in development: questions and database are being prepared, and calls will go to patients aged 70–80 coded as possibly frail.
- Lesley and Helen (patient - non PPG) continue as part of the team and Sue Finlay has now been trained. Stella will step back from making calls, but will continue to manage this initiative.

3.3 NHS App Training (Chris Bennett and Pauline Hayward)

- A useful session was held with the Coventry and Warwickshire Digital Champions, who helped to set up the established scheme at Clarendon Lodge MC, Leamington.
- Planning is under way on locations, recruitment of attendees and practice sessions. Challenges include patients without smartphones (possible laptop use) and patients without the required ID; a workaround exists.
- Trial sessions are expected next month in conjunction with Compassionate Kenilworth.

3.4 Schools Engagement – Kenilworth School (Sue Finlay)

- Sue has formed a focus group of eight sixth-formers through Emma Malik at Kenilworth School. The first meeting is on 16 October.
- This session will focus on patient experience and the patient journey. Sue would like to meet at least six times a year, depending on timetables and exams.
- Sue welcomed ideas from the practice, noting that 16 is a pivotal age when young people gain more agency over their health.

3.5 Primary School Artwork (Stella Moore / Rebecca Harrison)

- Year 2 pupils at Thorns Infant School will produce artwork as part of their science topic, showing how they feel when coming to Abbey Medical Centre. Selected pieces will be displayed in the waiting area for younger patients.
- As some pupils will be Castle patients, Stella and Rebecca will find a way to mark each piece "A" or "C" on the back.

ACTION: Meet to discuss future schools involvement. (Rebecca Harrison / Sue Finlay)

3.6 Men's Health Website Content (Chris Bennett)

- Additional men's health content, including prostate information, has been added to the website (mainly by Tommy Fox), giving better balance. This was featured in the September newsletter.
- Further topics relevant to men will be reviewed over the coming months to help overcome men's reluctance to seek medical help.

3.7 Online Triage Flowchart

Stella thanked Tommy Fox and Chris for the flowchart explaining how online triage requests are handled, which has been circulated to members. Chris noted it came out of the NHS App training work, as volunteers need to be able to explain how requests are processed.

4. Online Triage – Discussion

Data and performance

- Jonathan asked whether the practice collects performance data on triage. Angie confirmed the practice records the outcome of each request (for example red, on-the-day; amber, 3–4 days; green, up to two weeks; results calls) and uses this to plan its' appointment mix, which changes with the seasons. There is some variation because triage depends on each doctor's clinical judgement.
- Jonathan suggested publishing performance information, for example that all top-priority requests are dealt with within 24 hours, to reassure patients. Angie agreed this could be explored in the future.

Patient perceptions and education

- Jackie reported that many patients believe triage was introduced so doctors can avoid seeing patients. PPG members can help by explaining that it was a requirement, not a choice made by the doctors.
- Louise stressed the key message: triage ensures patients who need to be seen urgently are not lost in a flood of calls, and patients can still telephone the practice.
- Deborah noted that working parents benefit from not having to queue on the phone at 8:30am.

Out-of-hours submission

- Ruby asked whether forms could be submitted outside opening hours, as minor concerns are often discussed at home in the evening.
- Angie agreed this would be ideal, but the practice can no longer contractually cap the number of requests and demand is already high when the system opens. **More patient education is needed so patients try self-help first where applicable.**
- Nikki noted that some patients triaged to a routine appointment have recovered by the time it arrives, which has increased DNAs (did not attend) and wasting patient appointments.

5. Community Initiatives

5.1 Plant Watering Rota

- Jackie thanked Dilys, Carla and Alison (walking group) for keeping the planters going through the very hot summer. The displays are much appreciated by passers-by.
- Watering is now paused for the autumn and winter. Pauline Hayward has offered to join the rota.

ACTION: Follow up with Pauline about joining the watering rota. **(Stella Moore)**

5.2 Wellbeing Walks

- Attendance fell during the hot weather. Tommy Fox produced a poster, now displayed around Kenilworth, and staff have been given updated information to support referrals.
- Louise pointed out that the report circulated was last autumn's rather than the latest update.

ACTION: Circulate the current wellbeing walks report to members. **(Stella Moore)**

5.3 New Project Ideas

Members, particularly new members, were invited to propose projects drawing on their professional or personal experience of the NHS.

ACTION: Send Stella any ideas for new projects. **(All members)**

6. Practice Update

6.1 Staffing

- New starters: Emma (Reception) and Amanda (Administration).
- Registrars: Dr Anna Morris returns for her final year of training (about 12 months). Two further registrars, Manpal and Simron, are with the practice until Christmas, after which two new registrars will join.
- As Abbey MC is a training practice, registrar appointments may be longer; many patients value this.

6.2 Compassionate Kenilworth

- Angie and Nikki met Pauline and Helen (PPG members who work with the charity Compassionate Kenilworth) to learn about the groups and support it offers.

- Text message templates with links to the charity's information have been set up for clinicians and reception to send to patients.
- A noticeboard will be put up in the waiting room for Pauline and Helen to update each month.

6.3 Palantir and the NHS Federated Data Platform

- Angie explained that Palantir holds the NHS England contract for the Federated Data Platform (FDP), currently used mainly in secondary care for waiting lists, clinics, theatres, discharge and service planning.
- Each GP practice is the data controller for its own records. Primary care is reluctant to give up control because accurate coding supports patient care. Coventry and Warwickshire uses HealthIntent, which shares anonymised data under data sharing agreements.
- Chris, who raised the item, noted concerns that Palantir is a US company that has not committed to how data will be used, and that UK-based alternatives exist.
- Louise noted that the Health Bill, currently in the House of Lords, paves the way for a single patient record. Safeguards are expected, with early priorities being frailty and maternity.

6.4 Flu Vaccination Programme

- **2,220 patients vaccinated so far:** nearly 1,800 aged 65 and over and just under 500 eligible under-65s. This is the best uptake in recent years so early in the campaign.
- Additional clinics held at Abbey during extended access were very popular and filled quickly.
- Feedback on the first clinics at the Methodist Church: long queues, with some patients waiting outside for nearly an hour, and walk-in patients delaying those with booked appointments. Patients were generally good-tempered, but this would be unacceptable in bad weather.
- Angie has already sent out joint communications with Castle Medical Centre asking patients to arrive no more than 10 minutes before their appointment.

Suggestions from members for future campaigns:

- Separate walk-in and booked clinic days, with signage directing walk-ins to the next walk-in date (Chris).
- Use the church's second hall as a queuing or additional vaccination area; check what is included in the booking, as the second hall was in use on the second Saturday (Deborah / Jackie).
- Recruit third- and fourth-year Warwick medical students as vaccinators, as during COVID (Jackie). Nikki confirmed Warwick students were used until about last year.
- Firmer arrival-time messaging; some local practices turn away patients who arrive at the wrong time (Louise).

ACTION: Pass on the patient suggestion and feedback about the flu clinics to Angie. **(Jackie)**

7. Primary Care Network (PCN) PPG Update

Stella and Angie attended the PCN PPG meeting on 14 October 2026.

7.1 RSV Vaccinations

- RSV vaccination in care homes has been very successful. Giving it before the flu and COVID vaccines means older patients avoid three injections at once.

7.2 NHS Health Checks

- Health checks are now the responsibility of the South Warwickshire GP Federation. Abbey's allocation is about 240 checks.

- Funding is directed towards health inequalities. Eligible patients are identified through searches of coded records (for example certain ethnic groups and clinical conditions) rather than postcode, which addresses Louise's concern about pockets of need within affluent areas of Kenilworth.
- This is the second year of the model and little change is expected in the near future.

8. Integrated Neighbourhood Teams (INTs)

- As part of the government's 10-Year Health Plan, INTs will bring together general practice, hospitals, social care, the voluntary sector and patient groups. The initial focus will be on frailty.
- The plan has three shifts: hospital to community, analogue to digital, and sickness to prevention. Future community health hubs may co-locate services (for example a GP consultation and an ultrasound in the same building).
- Ryan Smith (former Abbey Practice Manager) and Dr Nick Yeats (Senior Partner at a Warwick practice and Clinical Director of K&W PCN) are leading INT development. Stella attends as PCN PPG patient representative and has put herself forward for the INT board.

ACTION: Update the PPG on her nomination as patient representative on the INT board. **(Stella Moore)**

9. South Warwickshire Patient Engagement (SWPE) and Healthwatch

9.1 SWPE

- SWPE meets every two months to share information between South Warwickshire practices, with speakers from organisations such as the ICB and Healthwatch.
- Two surveys are being issued: a 30-question survey for PPGs and a 10-question survey for GPs, looking at how well patient groups work. Many South Warwickshire practices have no patient representation which will be highlighted by this survey. Actions will then be initiated to redress this.

ACTION: Share the SWPE PPG survey with members when it is received. **(Stella Moore)**

9.2 Healthwatch

- Healthwatch faces possible abolition under the Health Bill. Members stressed the importance of the role as the statutory independent patient voice; without it the NHS would be "marking its own homework".
- Dilys reported that Healthwatch work continues for now (she has a care home visit coming up) and that losing capable staff would be a real loss.
- Louise reported national indications that the abolition clause may yet be removed from the Bill.

10. Any Other Business

10.1 Schools focus group feedback

Sue asked how to report back from the Kenilworth School focus group. Feedback should go to Stella in the first instance, who will pass it to the practice.

10.2 PPG strategic priorities and project governance

- Jonathan suggested the PPG set four to six strategic priorities for the year, agreed with the practice and reviewed on a 12-month cycle. He also proposed that each project has clear objectives, boundaries, timescales and success measures.
- Deborah suggested using Quality Improvement (QI) methods: defining the problem, taking a baseline, setting an aim and measuring change.

- Rebecca asked for clarity on the practice's own priorities to help members choose projects.

AGREED: Members agreed these ideas should be explored further. Jonathan will lead, with support from Donald and Deborah.

10.3 PCN patient survey: representativeness

- Jonathan noted 1,372 responses and asked how representative they are, as nearly half of respondents described themselves as "retired and active". Rebecca also noted that some questions may be skewed by who answered them.
- Nikki confirmed the survey went to about 10,500 Abbey patients with a registered email address (list size just over 16,000), giving a response rate of just over 10%. The PCN covers five practices (two in Kenilworth, three in Warwick) and about 63,000 patients.
- Angie explained that the earlier pre-triage survey used an age-stratified 5% sample. The practice welcomes ideas on improving representativeness.

10.4 Meeting format

Future meeting dates were circulated with the agenda. The July meeting will be face to face at Abbey Medical Centre, allowing a tour of the practice. All other meetings will be on Teams, as these sessions are longer, so cover a greater number of topics.

11. Close of Meeting

Stella thanked everyone, especially the new members, for a productive first meeting with strong engagement and many new ideas. Angie thanked members and encouraged them to keep sharing their thoughts as these are highly valued by the practice team.

Date of next meeting: As circulated with the agenda (Microsoft Teams).

Action Log

Actions arising from the meeting of 15 October 2026. The Item column refers to the relevant section of these minutes. This log will be carried forward to the next agenda, and owners are asked to report progress at that meeting.

Item	Action	Owner	Due	Status
2	Publish updated Confidentiality Agreement and Terms of Reference on website	Tommy Fox	Oct 2026	Open
3.5	Meet to discuss future schools involvement	Rebecca Harrison / Sue Finlay	Next meeting	Open
5.1	Follow up with Pauline about joining the watering rota	Stella Moore	Spring 2027	Open
5.2	Circulate current wellbeing walks report	Stella Moore	ASAP	Open
5.3	Send new project ideas to Stella	All members	Next meeting	Open
6.4	Pass on flu clinic suggestion and feedback to Angie	Jackie	ASAP	Open
8	Update on INT board patient representative nomination	Stella Moore	Next meeting	Open
9.1	Share SWPE PPG survey with members when received	Stella Moore	On receipt	Open