

WOODCOCK ROAD SURGERY
Dr A J MacNab Dr R Blenk & Dr L Shinn

Woodcock Surgery Patient Participation Group Minutes
Wednesday 9th July 2025
4pm

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| Present: | |
| Heidi Shadmy, Practice Manager | HS |
| X8 PPG representatives | |
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| Part 1 | Welcome Apologies and Previous Meetings & Actions | Actions |
|---------------|---|----------------|
| 1.1 | Apologies received: none noted | |
| Part 2 | Minutes | |
| 2.1 | <p>It was a pleasure to have new faces, introductions were made, and apologies were sent by those who could not attend.</p> <p><u>The following points were discussed:</u></p> <ul style="list-style-type: none"> - July 2025 newsletter was reviewed. - New staffing members discussed. - The May 2025 insight into appointment data was shared, the group discussed the reduction in the Did Not Attend appointments. - I was delighted to inform the group that the practice had won an NHS England bid to build two additional clinical rooms, to be completed by March 2026. - Online Consultation System – as a group we discussed the NHS England's plan which is a contractual update for all GP Surgeries, the wording in the contract states: <i>We want patients to contact their practice, by phone, online or by walking in, and for people to have an equitable experience across these access modes. This will be a key intervention in the government's ambition to end the 8am scramble. From 1 October 2025 practices will be required to keep their online consultation tool open for the duration of core hours for non-urgent appointment requests, medication queries and admin requests. This will be subject to necessary safeguards in place to avoid urgent clinical requests being erroneously submitted online. Guidance will be displayed on practice websites and reflected in the wording of the patient charter (see below).</i> <i>By no later than 1 October 2025, practices will be also required to ensure the functionality in GP Connect is enabled which:</i> <ul style="list-style-type: none"> • <i>allows read only access to patients' care records. This will apply to other NHS commissioned providers for direct patient care and also to providers of private healthcare where the private provider obtains explicit permission from the patient to access their NHS GP care record and they are providing direct care to the patient.</i> • <i>allows Community Pharmacy registered professionals to send consultation summaries into the GP practice workflow – which will reduce administrative burden for general practice teams.</i> | |

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As a practice we will be moving to a new online consultation system and a new website on Monday 6th October 2025 to support this contractual requirement, it will allow us to offer prebookable appointment requests as well as same day demand. All requests can still be taken over the phone, in person or online. The requests will be reviewed by the team including the duty doctor daily.

Agenda for next meeting:

PPG members are intrigued to find out more about the Practice, in particular:

- Update for new online consultation system
- Winter Flu
- Build update
- Patient feedback

Please send through areas you would like to discuss as a valued member of our patient participation group.

Minutes to be sent to PPG members.

Date, time and venue of next meeting: Wednesday 1st October 4pm