

Shepley Health Centre Patient Group Meeting – 13.04.2026

Minutes

Present: Dr Paul Culliney, Deborah Richards, Jayne Gudgeon (minute taker), RB, JS, SH KO

Apologies: AH, GH, CS

Welcome, Introductions and Apologies

JG welcomed all to the meeting and gave apologies for AH, GH and CS. The minutes from 12th January were passed as a true and fair reflection of events.

Aims of the Patient Participation Group

We began the meeting by reviewing the aims and objectives of the group.

- To facilitate good relations between the GP practice and patients by communicating patient experience, interests and concerns and providing feedback to the practice on current procedures and proposed new developments.
- To work collaboratively and positively with the practice to improve services and facilities for patients and to act as a sounding board for practice staff on issues affecting patients.
- To build two-way communication and co-operation between the practice and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.
- To act as a representative group to support the practice and influence local provision of health and social care.

Practice Updates

Staff update;

Practice Nurse Nicole has returned to the Surgery following her maternity leave.

Dr Bose, our new GP Registrar, has settled in very well and is available for appointments.

We have also been joined by Megan and Eleanor in our reception team. Megan is a permanent member of staff, while Eleanor is temporarily covering maternity leave.

We are currently advertising for an additional Receptionist post to provide maternity leave cover.

Flu and Covid:

Flu: This winter we prioritised vaccinating our eligible patients as early as possible. The approach led to increased protection for our patients. Nationally there have been a higher number of patients affected by flu this year. This resulted in increased demand for services.

Covid: this year Practices will be managing the co-ordination of their own stock. As a result, vaccinations will be delivered at Practice level giving us greater planning, flexibility and convenience for patients.

Research Activities

We have submitted a funding application to the National Institute for Health and Care Research to support research activity within the Practice. This application has now been approved and will

allow us to offer patients the opportunity to take part on research studies. Taking part is **sf** voluntary and ensures patients have a voice in shaping future care.

Patient Survey Data

We're proud to share that our practice has been ranked 12th in West Yorkshire for having the most helpful reception team, as voted by patients in the 2025 GP Patient Survey and featured in the *Yorkshire Evening Post*.

GP Contract Changes

As part of new requirements from **WYICB** and **NHSE**, all GP practice doors must now remain open until **6.30pm** to allow patients to book routine appointments. To comply with this, we have had to consult with the affected staff regarding adjustments to their working hours.

There has also been an increase in funding to focus on patient access, GP capacity and access to urgent appointments. This is intended to release the pressure on A&E.

RB enquired about facilities to accommodate emergency appointments. DR advised that the on call clinician triages all urgent/emergency requests for patients displaying red flag symptoms, the 111 service is also very knowledgeable. SH asked how 111 service works. JG to publish in the next newsletter.

RB asked if telephone appointments were popular. DR advised that some patients prefer a telephone call as opposed to face to face. It is patient choice and telephone appointments always seem to be booked up.

Attendance and Communication Data

Over the last 3 months of the year 97.59% of patients attended their appointment.

Digital and System Changes

It is now a mandatory requirement for practices to offer online registration. New patients are encouraged to register in this way. JG gave an update on the latest initiative to digitise the old paper notes held by Practices (often referred to as the Lloyd George Record). This project is still in its planning stages and is not yet up and running for Practices to do this. We are also awaiting further guidance such as funding and operational management.

Any Other Business:

RB would like to thank the Surgery for their kindness and treatment over the last few months, specifically the Reception and Nursing teams.

SH asked if it was possible to publish specific waiting times for each discipline eg. ENT, Dermatology etc. DR advised that it would be difficult to publish an accurate picture as these dates change regularly.

Next meeting: Monday 6th July at 16.30pm