

Shepley Health Centre Patient Group Meeting - 29/09/2025 - 4.30pm

Minutes

Present: Deborah Melia (Chair), Dr Paul Culliney, Jayne Gudgeon (minute taker), RB, AH, GH, KO, AC, SH

Apologies: CS, PH

Welcome, Introductions and Apologies

JG welcomed all to the meeting and gave apologies for CS and PH. JG also informed the meeting that AT wished to retire from the patient group after 14 years of service. We wish her all good wishes for the future.

Integrated Neighbourhood Teams Pilot Scheme Presentation

Kate Pattinson, Advanced Nurse Practitioner for The MAST presented a pilot scheme running across the PCN. This launches an initiative involving integrated neighbourhood teams as directed by NHS England. The scheme focuses on improving patient support after hospital discharge through weekly face-to-face meetings bringing together GP practices, community services, social care, mental health and rehabilitation services. Hospital teams join via video link when unable to attend in person.

Initial focus targets recently discharged patients during vulnerable transition periods to prevent care coordination gaps. Real-time updates and joint actions ensure appropriate support including equipment provision, home visits, social care involvement and medication coordination.

Pilot commenced 02/07/2025, running until end October 2025. Development meeting scheduled for October to evaluate effectiveness and patient care improvements. Anonymous patient questionnaires being distributed for feedback collection. Several failed discharge cases have been identified more rapidly than the previous collective review process. Scheme represents new service rather than replacement of existing provision.

Action Points:

- Attend October development meeting and report back on pilot outcomes.

Practice Updates

DM gave an update on the Practice. Clinical pharmacist Aisha commenced August 2025, settled well into team. Provides medication reviews, COPD reviews, asthma reviews and dementia reviews. Receptionist Lewis departed, replaced by Megan (commenced approximately six weeks ago, integrating well into team).

Dr Sophie Clayton started as new GP registrar August 2025, working closely with Dr Shaw. Initially having 30-minute appointments but will soon be doing 20-minute appointments. Dr Clayton sees patients individually with close supervision available. Joint surgery conducted with Dr Shaw on Thursday afternoons.

Advanced nurse practitioner Claire (26 years' service) left practice, relocated to a Practice out of our locality.

Time for tea and biscuits programme continues for dementia patients and carers, well attended with Roger (care coordinator).

Research Activities

Shepley Health Centre is now research active, involved in two studies involving cancer care and FTD Frontotemporal dementia.

Patient Survey Results

The group reviewed the results of the recent Patient Survey, which showed a completion rate of 44%. While this represents a moderate level of engagement, it was acknowledged by the group as a disappointing response rate, and members agreed that encouraging wider participation should be a priority for the next survey cycle.

Despite the response rate, the results showed improvements across all areas compared to the previous year's survey. Members noted positive developments in patient feedback on: Appointment access, Staff interactions, Quality of care, Overall patient satisfaction.

All members present agreed they were not surprised by the positive trends, reflecting recent practice improvements and efforts made over the past year.

A suggestion was made that, in advance of the next survey, a practice-wide prompt should be sent to patients to highlight the importance of participating in the survey if received. This could include messages via SMS, posters in the practice, and mentions in newsletters or on the website.

Action Points:

- Practice team to consider and implement strategies for increasing future survey participation, including multi-channel reminders.
- JG to coordinate communications for survey awareness (SMS, posters, newsletter content).

GP Contract Changes

The group discussed recent updates to the GP Contract, effective from 1st October 2025. A key change highlighted was the requirement for online consultation tools to remain open and accessible throughout core practice hours (08:00–18:30).

It was noted that clear warnings and disclaimers are now required on online consultation platforms, informing patients, not to use the service for urgent matters, that response times may vary, especially during high-demand periods,

The group also discussed the 'You and Your GP' initiative, introduced as part of the contract changes. This initiative aims to strengthen the continuity of care between patients and their

named GP, encourage patients to be more informed and proactive in managing their health, support practices in building trusted relationships with patients, especially those with complex or long-term conditions.

Attendance and Communication Data

DNA rates consistently excellent - August 2025: 98% attendance (1.82% DNA rate vs 5% national average).

Telephone data comparison January-August 2024 vs 2025 shows increased call volumes. August spike attributed to telephone system technical issues where call pickup not properly registered. Call-back system receiving positive feedback.

Vaccination Programmes

Flu campaign is active with a Saturday clinic scheduled. 99.1% booking rate for final clinic. Drop-in provision planned as previous successful approach.

COVID vaccinations available same time as flu (specific training required for administration).

GH asked about Shingles eligibility.

Action Points:

- JG to clarify as eligibility recently changed.

Enquiry by AH regarding MMR vaccinations, Shepley HC has a good percentage of take up and continuously reviews missed doses, contacts parents via telephone/text. Child health advised weekly of missed doses and current immunisation information. There is a small number of parental vaccination refusal, this is respected as their personal choice.

Staffing and Services

AH asked about Advanced Nurse Practitioner recruitment: currently utilising regular locum ANPs. Situation under review December 2025 pending budget clarification.

New housing developments generating increased patient registrations, many completed online. This continues to rise.

Facebook Engagement

The Shepley Facebook page has received a good response, with many viewing the patient group pages.

Future Meetings

It is hoped that future meetings will be attended more regularly by a Doctor. The last 2 meetings were, missed due to Dr Culliney being off sick and previously Dr Shaw being on holiday, which left only Dr Walker to fulfil GP only tasks (death certification, medical reports, clinical supervision etc). Time to be confirmed.

Any Other Business

- AC raised concerns regarding staff visibility and availability of information. AC requested clearer role descriptions and responsibilities. DM advised that the Practice leaflet has been updated and will shortly be published in surgery and on the website.
- DM asked for suggestions for the next Surgery newsletter and magazine. Newsletter distribution and magazine coordination discussed. It was suggested that the newsletter in its entirety be published in the magazines.
- AH raised a question regarding the Annual review process. DM advised it is an individualised review based on patient conditions rather than standardised testing.
- A reminder was given by JG that email address sharing between household members cannot be done due to complications regarding access to medical records.
- A question was raised regarding a test for chronic kidney disease without explanation. PC advised that the condition affects approximately 50% of older population and can be managed well but understood that this could cause alarm and anxiety amongst patients when it is not fully understood. It was agreed that JG would include information in the next newsletter to better explain and alleviate any unease experienced by patients.

Action Points:

- DM to publish updated practice leaflet in surgery and website.
- JG to include information in next newsletter explaining chronic kidney disease testing to reduce patient anxiety.
- JG to coordinate newsletter and magazine publication, including consideration of publishing the full newsletter in the magazine.