

**Minutes of Meeting Held at the Surgery  
3 Jun 2025 at 1730**

**Present:** John Leslie (JL) Chair  
Phil Marston (PM) Secretary  
Daniel Medhurst (DM)  
Dr Dan Pickering (DP)  
Sue Pickwood (SP)  
Amanda Shaw (AS)  
Pat Triffitt (PT)  
John Twidell (JT)  
Lara Upton (LA)

ITEM AND DECISION	ACTION
<b>CHAIRMAN'S WELCOME.</b> The Chair (JL) welcomed all noting that DM would need to leave at 1825.	
<b>APOLOGIES.</b> Vicki Abbott, Lawrence Copeland and Victoria Ferguson. Dr Pickering would be late as he was on duty and Sue Pickwood would not be available until some time after 1800	
<b>NON-ATTENDEES.</b> Christine Stanesby	
<b>MINUTES OF PREVIOUS MEETING.</b> The minutes of the meeting held on 4 March 2025 were approved.	
<b>MATTERS ARISING.</b> The additional communications load when the Rutland Memorial Hospital consultation is completed is on-going	<b>VA</b>
<b>NHS APP TRAINING</b> There are no current plans for a repeat NHS App training day.	
<b>PRACTICE UPDATE.</b> VA was indisposed and had submitted her report, attached, by email from home. PM queried the reference to the article on next door which turned out to be one of praise rather than complaint. The reference to abuse was queried and would be left to the surgery to handle.	

DM stated that the new accommodation was running well and the new facilities would be up and running in the not too distant future. These would include ECG and Ultrasound facilities which would also be available to the PCN	
<b>CHAIRMAN'S UPDATE.</b>  JL submitted his report aurally and a written copy is attached to these minutes. There were no questions.	
<b>INCIDENT REPORTS.</b>  None had submitted.	
<b>PPG INTERNAL COMMS.</b>  PM asked all members to consider the use of their own emails and take care with the formatting of documents to alleviate the problem of producing minutes.	
<b>PCN UPDATE.</b>  1. Women's Health programme had received additional funding and would be rolled out shortly. 2. Dr James Burden had been approved as continuing to be the Clinical Director of the PCN. 3. Replacements were being sought, in conjunction with the PCN, for the two doctors that had retired. 4. DP stated that named GP's would be expanded to include named teams which would include a nurse and a Clinical Pharmacist to provide more continuity in patient care. He also stated that they were considering categories by need from Low to Palliative care.	
<b>AOB</b>  1. SP apologised for being late but wished to bring up the matter of the surgery being closed due to overcapacity and NHS 111 not being aware. DP asked for the date and would look into the problem. 2. SP asked if Barrowden Surgery opening times could be displayed on the door at Barrowden. 3. There had been a problem with the production and distribution of the last Newsletter which 'would not happen again'	<b>VA/DM</b>  <b>DM/DP</b>
<b>DATE OF NEXT MEETING.</b>  The next meeting has been set for Tuesday 2 Sep 2025 at 1730 in the Surgery.	

UPPINGHAM SURGERY  
PATIENT PARTICIPATION GROUP

CHAIRMAN'S UPDATE

JUNE 2025

Since our last meeting, I attended the PCN PPG Meeting on 3 April.

**PCN PPG Meeting 3 April 2025**

The key topics covered were as follows:

1. A detailed discussion took place regarding the Spring Covid Campaign, which can be summarised thus:
  - A) This operation will not be carried out by surgeries in Rutland and will instead be operated by the roving healthcare unit and the Rutland Late Night Pharmacy. Dates and venues will be publicised on PCN and Practice websites.
  - B) There will be no free transport available, due to a reduction in funding
  - C) Care Homes and housebound patients will be scheduled for jabs in the near future.
  - D) Comms strategy adopted will utilise social media, together with PCN and Practice websites, and posters at local sites.
2. Rutland Healthwatch have had their contract renewed for a further 2 years. However, their office will close and the staff will all work from home. Tracey Allen-Jones asked the group if there were any areas of Health which they felt required investigation, and if so, to let her know in the normal manner.
3. The Same Day Access study across Rutland has been undertaken, with the following output:
  - A) Variation in triage models and appointment availability across practices caused confusion and patient dissatisfaction.
  - B) Positive response towards exploring a shared Hub Model, if there is good communication, transport support and continuity of care.
  - C) Concerns that a centralised model may reduce the ability to see the same clinician
  - D) Next steps are to analyse the feedback to develop a Hub Business Case and explore options for a Pilot in partnership with practices.

**FUTURE EVENTS**

I have been invited to present at the Uppingham Neighbourhood Forum on 10 June 2025, and will be attending the next PCN PPG meeting on 3 July.2025

Regards,

John Leslie

Chair, Uppingham Surgery PPG

Hi John and Phil,

Please accept this e-mail as my practice update.

Firstly, please accept my apologies that I will not be at the meeting, I am still recovering from a broken wrist and having a reduced working week until things start to improve.

Such is the modern world that my e-mail to you is being voice dictated so please forgive any grammatical errors or the fact that I may sound like I'm talking at you!

#### Staffing

We have several adverts out at the moment for a new salaried GP, a clinical pharmacist, pharmacy technician and patient services. On the whole our teams are settled I'm working hard in the background.

#### Operations

All new consulting rooms are operational now and I hope that you'll see the significant difference from when you last saw them. It would be useful to have any feedback or observations and that we may address sooner rather than later I hope not, but any feedback would be well received thank you.

#### Clinical governance

Since our last meeting I have received 8 complaints these revolve around follow up blood tests access to blood tests and home visits. One patient has received a warning about their repeated verbal abuse towards several members of the practise team which we are keeping a close eye on.

Thank you John, for sharing the e-mail regarding the article on next door Uppingham. In some ways I'm glad that we brought this up with you in our meeting back in March. As you can see from my staffing update we are busy recruiting and we hope to share some positive news with you and patient in the coming months which will hopefully alleviate some of the concerns that were raised in this article.

I'm sorry that I can't be with you tomorrow evening but even I have to take medical advice and not rush back to work.

Please do not hesitate to contact me if you require any follow up on anything that's brought up at the meeting.

Warmest regards,

Vicki

Vicki Abbott