

## Meeting Minutes – Studfall Medical Centre PPG

### Meeting Details

Date: 13/10/2025

Time: 17:30

### Attendees

FB (Chair), SC, LG (Dispensary Manager), IM, MD, Claire Allen (Aspiro Head of Operations), Linda Wickham (Practice Manager), Dr Winters

### Agenda Items

1. Apologies
2. Merger discussion with Dr Winters and management team
3. AOB

### Discussion Notes

1. Apologies: LS, KH

2. Merger Discussion: Dr Winters, LW and CA outlined the plan for the merger of Woodsend, Studfall and Weldon surgeries which will take place on 18<sup>th</sup> November. The reasons for the merger:

\* Able to share appointments across 3 sites in Corby (5 if including Bozeat and Wollaston) which may be better for those that live closer to a surgery they do not normally attend. Also makes the surgery more resilient in regards to staff absences.

\* Due to Woodsend's size (c.18,000 patients) they are able to offer a number of extra services, e.g. mental health nurse starts 3<sup>rd</sup> November, physio appointments available weekly, new GP employed, steroid injections available via Dr Nur.

\* Financially it will reduce outgoings by consolidating paid services, e.g. Rapid Health for the two separate practices currently costs £70000. By merging the surgeries these costs will be halved making the practice more sustainable.

All staff will be retained and patients will still be able to call their preferred practice and speak to their familiar receptionists.

CA - Posters are going up next week and on the website and staff will also be telling patients. All patients will also receive a letter informing them of the merger.

### 3. AOB

\*Rapid Health appointment system - FB commented that Rapid Health had received a lot of positive feedback from people he knew which was agreed by the group. LW had provided some data to the group regarding number of requests received and how these were processed. It was agreed by the group that being able to pre-book appointments had been very helpful. LW confirmed that patients on the whole preferred pre-bookable appointments. FB asked how reception were coping with the changes? EW commented that they too had been on a learning curve but were settling into the new system. Management constantly monitored the statistics and tweaked the system to reflect what was needed. CA and LW then showed the group Woodsend's statistics which were very similar to Studfall's. SC asked if there was a way of comparing these separate statistics after the merger to see how it has impacted on Studfall? However this may not be possible. SC asked if Rapid Health was NHS approved. Dr Winters confirmed it was.

\*Patient leaflet - FB has been working on a flip book which it is hoped will be able to be screened in the surgery as well as being on the website. CA will look into this. FB asked if many accessed the website? LW confirmed that since Rapid Health, the footfall had increased. Some suggestions for the leaflet were; local services available including support to ex-servicemen, DNAs, highlight the work of different members of the practice e.g. pharmacist, social prescriber. SC offered to look into what a social prescriber's role is in Primary Care. LG will assist. FB asked if the leaflet could be text out to patients but this would probably not be appropriate.

\*Phlebotomy Service – FB asked if there was a shortage of phlebotomists at present as there was a long wait for standard appointments? Dr Winters confirmed there is a problem at present which is why the practice now does the blood tests in house when doing the LTC reviews. This helped reduce the number of appointments a patient needs. Some phlebotomy appointments do free up each day so it is worth checking.

\*Phone Message – LW confirmed that after FB's suggestion of shortening the phone message given by Dr Winters when patient's rang in, this was quickly amended to a shorter version.

#### **From previous meeting**

- LS: Asked for access to the last 6 months' worth of patient survey responses. LG provided recent Friends and Family outcomes
- FB: Asked for stats on number of appointments, missed appointments etc. LW provided information regarding this. Missed appointments the last 4 weeks:

Red appointments (same day) 6 missed

Amber appointments (3 days) 26 missed

Yellow appointments (5 days) 15 missed

Green appointments (14 days) 35 missed

CA confirmed that Woodsend send out reminders and also “3 strikes and you’re out” texts to those that DNA appointments. The group discussed why patients DNA. Although there are various reasons, it was important to try and educate repeat offenders who did not appreciate the impact missing an appointment could have on the surgery. It was suggested FB included this in the PPG leaflet.

### **Actions and Responsible Persons**

<b>Action</b>	<b>Owner</b>
Issue meeting minutes	LG
Send out meeting reminder and agenda	KH
Arrange next meeting at Woodsend	LG
Contact social prescriber	LG/SC
Produce a newsletter	FB/SC
Look into putting the newsletter on the patient screens	CA

### **Next Meeting**

Date: **Monday 8<sup>th</sup> December at Woodsend Medical Centre (TBC)**

Time: 17:30