

Wickham Market Medical Centre
Minutes of Patient Group Meeting

11.30am Wednesday 18th March 2026

Present : VS (chair) GW
DA DR
HB BG
PH
Dr Mark Lal Jane Wallace

Apologies : BM Avril Ford (Minutes)

1. The two new PPG members, Barbara and Paul were introduced and welcomed to the group.
2. The items on the previous minutes were agreed and signed off.

3. Practice Changes

- Dr Lorna Burns, new partner has joined the practice
- Dr Benedict Agyemang, a qualified registrar previously working in the hospital setting, is currently in full time GP training with us until August 2026

4. Staff Changes

- Abi Woodley is now on maternity leave (since the meeting she has now had a baby boy, both mum and baby are doing well).
- Eleanor Norden, practice nurse, will be leaving in April – her husband is being deployed elsewhere.

5. Patient Group Feedback – Informal Meetings

As not everyone is seeing the newsletter, it was felt that Facebook, the Wickham Group and the Parish magazine could be more informative, used to promote, give links to services etc. Luzia, practice nurse to liaise and signpost upcoming campaigns to Deano. **Action : Deano**

PH to check with the Community News editorial team in connection with duplications of information. **Action : PH**

There is a new noticeboard dedicated to the Patient Group has been set up in the waiting room – it was agreed that the information to be displayed would be discussed at the next informal meeting. **Informal Meeting**

Terms of Reference - Review

The group reviewed the terms of reference, JW to update and circulate to partners and patient group for final sign off at the next Informal Group Meeting **Action: JW**

6. Refurbishment Update

WMMC: This has gone well – the room at the end of the waiting room (previously two cupboards) is now a fully equipped consulting room.

RPK: The building refurbishment has also been completed

7. Complaints

The group reviewed the complaints and compliments received since previous meeting. It was noted that off the 3 complaints received only one was upheld.

8. Any Other Business

New Technology :

Heidi : is now being used for consultations, summaries etc, the contents of which can be copied and pasted for referrals, letters etc.

Kynoby : Used by background staff, summarising, indexing hospital letters and putting on patient notes. It reads the communication puts in the relevant codes etc. Also used for repeat prescriptions.

GP Nav : Better for patients, also assists the care navigators when the patient calls in- less time spent on calls, more supported, booking patient into the correct person etc.

For all three Ais - It is secure, no identifying details are stored, thorough safety and security governance checks have been completed and signed off by the DPO

Spring Covid Campaign: Small cohort – those of very high risk, care homes etc. No timings yet