

Dawley Medical Practice

Patient Forum

Minutes PF Meeting 22 September 2026

Attendees:

Patrick Spreadbury, Chair (PJS), Jeanette Picken (JP), Maggie Hunt (MH), Denise Wagg (DW), David Hopkins (DH), Brian Resoun (BR) Denise Hallett, Practice Manager (PM), Jayne Stones (JS) Admin, Dr. Oluchi Ashiegbu (OA)

Apologies:

Neil Clarke, Diana Clarke, Lynn Pickavance, Alena Marek, Brian Churm

PJS welcomed Denise Wagg as a new member to the group.

2/3. Minutes and Actions of July 2026

The minutes of the meeting on 31 July 2026 were accepted as true record of proceedings.

Matters arising from minutes:

PJS asked PM if there had been any success in recruiting Social Prescribers for Wrekin Primary Care Network (PCN). PM confirmed that the PCN was still seeking to engage social prescribers to cover the 4 practices but had been unable so far to recruit.

PJS enquired of the PM if the practice had experienced any patients who had mistakenly been deregistered as part of the recent NHS List Cleansing programme. PM was not aware of any such cases. The practice is following up those patients who have been contacted in the List Cleansing programme to encourage them to respond if they are still within the practice catchment area and want to remain registered with the Practice.

PJS enquired if MH has managed to gather any more information from the Clerk to the Council on any reply from the landlords to address the urgent attention to the accumulation of mud and debris adjacent to the emergency vehicle parking area during periods of very wet weather. To date no further information is available. (See Agenda Item 4ii - Practice Buildings and Site Update).

Action - PM reported that JM would be talking to the new telephone provider about ex-directory numbers being recognised when patients wish to cancel an appointment or might request to have a call back after a missed call from the practice.

4. Practice update

i.Staffing

PM gave the meeting an update on staff changes since last meeting. Dr Alex Trevaskis (male) had now joined the practice to cover 6 sessions per week in replacing Dr Bevis' hours. Dr Amy Reynolds will be joining the practice in October to cover 4 sessions per week. These hours will be financed by the new GP reimbursement money as part of the 2026/2027 GMS contract.

PM informed members that the practice is advertising for a part-time Deputy Practice Manager to cover Human Resources and the Patient Experience. PM would still cover contact with the Patient Forum.

ii. Buildings & Site

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PM reported that the landlords had now installed the safety handrail adjacent to Superhealth Pharmacy to aid walking up and down the sloped car park area.

PM informed the meeting that the landlords (PHS -Assura) were due to be coming to do an external Health & Safety visit in October and has put in a request to have the paving slabs relayed and paint the bollards outside the main entrance. DH raised the issue of the garden area and the blocked gulleys adjacent to the emergency vehicle parking area and shared his sketch with a possible solution to the problem to be shared with the landlords during their visit.

See attached document

Action – PM will email DH sketch showing possible solution to the landlords and ask them to consider this during the external H&S visit in October.

Members were informed that the parking issues raised at the last meeting continued and a discussion about possible solutions were discussed, none of which could easily be implemented as access to the public area of the car park is currently via the only available access. PM had previously informed members that the lease for the practice premises would be up for renewal in 2027 and that this might be an opportunity to look in more detail at somehow restricting access to the practice parking spaces with perhaps a barrier whilst still allowing public access to the remaining spaces as well as extra signage.

iii.Telephones &Website

PM updated members that the practice was remaining with our current telephone provider who is working with our reception and IT team to introduce yet more functions to benefit patients as reported at the last meeting in July being implemented.

The change over to the new practice website is also underway and once completed PM will ask for the PPG help in testing the website.

Dr Oluchi Ashiegbu joined the meeting. PJS welcomed Dr Oluchi to the meeting and explained to newer members that she had been attached to the practice for a number of years having previously covered Dr Lovett's maternity leave and Dr Bufton's sick leave, taking on both clinical and administrative duties. She was now a new partner in the practice and was a great addition to the clinical team.

5 Appointments

i.Online Consultations (OC) and General Practice Appointments Data (GPAD)

The GPD data for June and July 2026 had been shared with members prior to the meeting. PJS reminded members that due to the non-standardised mapping of appointment type by different practices explained at the July meeting, it had been agreed to concentrate more on the data available for Dawley MP as this would enable members to monitor any significant changes to performance from month to month. Full data for all T&W practices would still be shared for those members who still wished to compare DMP's performance against the other 10 T&W practices given the consistent anomalies already highlighted. DMP remains consistent in the appointments offered (top 3 of highest number of appointments offered per patient list size), the number of face-to-face versus telephone and so on. PM let new members know that the practice listened to patient feedback and had not gone total triage, which meant that patients could still come into the practice, telephone or use online/IT systems to make contact and book appointments.

PM informed the meeting that the practice list size that day is 11,535 (previous meeting it was 11,531). A number of patients had been deducted following the patient list cleansing exercise.

DH was curious to know who was ultimately responsible for closer monitoring of the OC and GPAD monthly figures and if there was a user manual for interpreting, mapping and entering the monthly appointment data. PJS referred DSH to the documents from the Business Intelligence Unit and the one prepared by PJS/LP shared with members at the July meeting.

MH wished to raise some concerns from local patients about alleged difficulties ringing in to the practice to get an appointment on the day and being told there were no appointments available and to ring back the next day at 8.00 am.

Action - PM confirmed that patients should now no longer be getting that message, but that she would speak to the reception manager to make sure this wasn't happening.

ii. Did Not Attend (DNAs)

PJS explained that at a previous Listening Table event Dr Lovett had asked if the PF could help in explaining to patients the time and financial implications of patients not turning up to prebooked appointments. This had previously been discussed at earlier PF meetings but due to other pressures nothing concrete had been done. With the assistance of AI, PJS and LP had worked on designing a laminated A3 sized poster for reception which could be updated monthly showing number of DNAs, time and financial cost implications. The main thrust of the poster message was 'Keep it or Cancel it' – explaining that by cancelling an appointment they could be offered to other patients, avoiding any waste of time and money and taking care of more patients.

Action - Jayne Mackey to ensure the new poster is displayed on the new practice website, Facebook and in Reception and update monthly.

Poster attached



DNA poster v.7.jpg

6. Contracts/Agreements/Guidelines/ICB Cluster

i.General Medical Services (GMS) Contract – Collective Action

PJS wished to know if the current collective action (withdrawal of administrative tasks not directly affecting patient care) taken previously by DMP (see statement attached) as part of the British Medical Association membership's discussions with the NHS on the 2026/27 GMS contract, would be increased in the event that the government does not agree to re-enter pay negotiations with the doctors' union scheduled for mid-September 2026. PM confirmed that the current level of action agreed after breakdown of contract talks in 2024/5 continues and is directed at services that do not benefit the patient such as supplying data to the ICB, not engaging with research unless benefits patients, continuing with referrals where deemed necessary. OA informed members that the outcome of imminent talks between the government and the BMA would be crucial in deciding if extra collective action might be taken by GPs.

Statement from Dawley GPs on decisions about Collective Action 2024



Collective Action
Dawley statement.doc

ii. ICB Cluster

PJS updated members on the progress of the merger of Shropshire, Telford & Wrekin (STW) Integrated Care Board-NHS (ICB) and the Staffordshire, Stoke-on-Trent (SSOT) ICB planned for April 2027. All the Directorate and Senior Management level posts had now been decided with some lower-level admin posts still to be announced. As part of the Primary Care team Moray Hayman (STW ICB) was now the Senior Primary Care Manager liaising with the STW medical practices. See item 11 – AOB



More than 200
redundancies at hea

At the July meeting Surinder Kumar, Chief Clinical Pharmacist DMP, had been asked if he knew who was now leading the Medicines Management Team since its former head had left. At the time no name was known. PJS was able to report that Minesh Parbat had been appointed as Chief Pharmacist and Director of Medicines Optimisation supported by a team of colleagues.

iii. NHS App

PJS asked PM if she was able to explain the recent changes to how patient referrals were to be managed with the foreseen 'closure' of the current Referral Management Centre to be replaced with direct referrals to the existing electronic referral system (e-referrals) via the NHS App, especially for patients with no digital access to the NHS App. PM explained that Dawley would still be using the current system i.e. the Practice would still complete and send referrals for patients who did not want to arrange their referrals themselves via their NHS app.

PM was asked if she could explain why some test results (MRI, x-rays, consultant appointments) appear on the NHS app under 'Documents', whereas others are to be found under 'Test Results'. NHS App is a third-party system and not under the control of the Practice. NHS Digital offers the following definitions:

• **Test Results Section:** *This section pulls raw, structured data entries (coded numerical values, ranges, and brief text comments) directly from the laboratory reporting system into your electronic health record (NHSApp/Patient Access).*

• **Documents Section:** *This section contains actual file attachments or correspondence—such as a scanned PDF letter from a specialist, a discharge summary, or an image file uploaded by your GP practice that cannot be neatly rendered as a standard interactive lab graph or chart*

v. Covid. Flu, RSV eligibility

Patients eligible for the autumn flu and covid vaccinations should have received an invitation from the Practice and/or the NHS to book their appointments at the Super

Sunday Flu & Covid Clinic on 4 October 2026. For those patients who have still not yet booked, the PM informed members that there are still a few places left. There will be some catch-up clinics arranged and dates notified on Facebook and the practice website. Patients still eligible for the RSV vaccination will be required to book an appointment at Reception. It is recommended that the flu and RSV are NOT administered together. The eligibility criteria for all the vaccines can be found on the NHS and Joint Committee on Vaccines and Immunisations (JCVI) websites or by contacting Reception.

vi.NHS GP Patient Survey Practice re-run

In preparation for a future Care Quality Commission (CQC) visit to the practice, it had been recommended that, in order to give a more realistic picture on patients' experience of and expectations from DMP than the very small sample of less than 1% of DMP patients provided by the latest NHS GP Patient Survey 2026, the survey should be re-run with those patients who had accessed the practice over the last 12 months. The results from the smaller sample of patients who completed the in-house survey between May – July 2026 showed a more positive patient experience than the NHS survey. The monthly Friends & Family Test results also show more favourable results with the last two months being 95% and 96% of patients responding would recommend the practice to their friends & family. A date for the re-run of the patient survey has not yet been finalised.

vii.Health Hero – Out of Hours OOH) cover

PJS wished to share with the group a recent article in Telford Live reporting on a recent meeting between the Telford & Wrekin Council Health & Wellbeing Board and members of Health Hero, which won the contract for the out of hours service replacing SHROPDOC who had successfully held the contract for a number of years. Granting the contract to Health Hero in the summer of 2025 had given rise to much scepticism and misinformation about the way the new contract would be operated resulting in a lot of bad press for the new company.

OA wished to clarify some of the initial confusion that had arisen between local GPs and the services being provided initially by Health Hero. This was in part due to the new contract not being identical to the range of contract services operated by SHROPDOC. Since Health Hero took over in September 2025 a number of discussions relating to services provided by Health Hero have taken place with local GPs resulting in some tweaks and the scheme now appears to be operating well with very few complaints.

Article attached below:



Health Hero leaders
speak out after cont

viii. Local Enhanced Services (LES) – Ear (Syringing) Irrigation

As explained at the July meeting DMP would no longer be offering an Ear Syringing service. The Wrekin Primary Care Network (PCN) partner medical practice, Charlton MP, would now be providing the service for DMP patients once they had been triaged by one of DMP nurses. The PF had agreed to look at producing some information materials explaining the new system to patients. PJS shared the flow chart that had been designed with the aid of AI to display on Facebook and in Reception.

Poster attached.



Ear Irrigation
poster2.8.jpg

7. Covid, Flu - Super Sunday Vaccination Clinic

PM reported that the nursing staff would be administering over 1,100 flu vaccinations and 300-400 covid vaccinations between 08.00 – 13.00hrs on Sunday 4 October.

PJS confirmed that the PF would as usual be manning a cake stall and requested that members and practice staff provided, if possible, a range of homemade cakes and pastries to be on offer to patients for a donation of their choice. He stressed that, in order not to disappoint patients with later appointments, we do need more supplies than last year as we had sold out by just after 10.30. DH suggested we might approach the local supermarkets for donations of cakes and pastries.

Action - PM agreed to approach local supermarkets and Goddards, a local caterer, to see if they would be prepared to donate some supplies too.

PJS agreed to approach the local council to borrow a large sturdy trestle table to provide ample display space. It was agreed that tables could be set up late in the afternoon on the Friday, 2 October. PM happy for LP to purchase any additional supplies need for the event and to be reimbursed by the practice. JS would provide napkins.

The event can be very busy at timer so any members happy to come and help at the table with slicing cake, wrapping cake and taking money will be very welcome.

JP agreed to act as a marshal to help the flow of patients through to the clinic rooms. Cake stall invitation and poster attached:



Cake Stall invite
Sept 6 event.docx



Cake stall poster
v.4_3xoC.png

8. Cycle Rack

As agreed at the July meeting, it was decided to install the cycle rack even though no official permission had been given by the landlords in reply to the PM's request. DH has agreed to source a suitable cycle rack and send details to PM to purchase.

DH will install it adjacent to the right of the main entrance where it is visible from the waiting room window. DH to liaise with PM to agree date to install. Once installed it was agreed to arrange a photoshoot with local councillors and practice staff.

9. Sunday Health Awareness Events 2026

Consultant Nurse, Patsy Clifton, had provided PM with a feedback report on the Healthy Lifestyles event held on Sunday 6 September. Report attached.



Healthy Lifestyle
Open Day.docx

The next event, "Men's Health" is planned for Sunday 8 November and is expected to be well attended. Further information will be published in the next few weeks and advertised on Facebook, the website and Mjog.

PM informed the members that the Sunday Health Awareness events would continue in 2027 with a programme to be announced in the New Year.

DW had attended the Healthy Lifestyle event with her husband and had found it very useful. As a stoma wearer she suggested that at a future event representatives of stoma organisations should attend to cater for the needs of such patients.

10.AOB

PM wished to bring to the notice of the group a document on a Health Literacy initiative she had received from the ICB stating that October is Health Literacy month. Given LP's expertise in this area, PM would be contacting her for help and advice on the way forward in promoting health literacy to our patients and staff in October.

PM reported to the group that the practice had been contacted by Moray Hayman in her role as Senior Primary Care Manager. The results of the NHS GP Patient Survey where Dawley scored below the national average in some areas were to be the subject of discussions with Moray with the aim of showing evidence of how the practice has sought to improve these scores. PM shared some of the initiatives taken by the practice to remedy some of these scores, including –

- Discussions and reviews with Patient Forum (PF) and GP Partners on results & initiatives

Patient Forum Meeting
22 September 2026
Minutes

25 September 2026

- Friends & Family Test results consistently show above 95% of patients would recommend the practice
- Introduction of new website that meets the NHS England model
- Move to cloud-based telephone system with increased functionality for patients
- Introduction of the urgent care hub to provide more on the day capacity for patients
- PF in-house survey results show greater patient satisfaction
- Retaining all three ways to contact the practice instead of going total triage – in person, telephone, online/IT
- Recruitment of new GP's and less use of locum GPs
- Identifying our patient demographics and tailoring our access options to this rather than following NHS England directives
- GP appointment data shows we outperform majority of T&W practice in the number of appointments we offer according to practice list size, more on the day and lower 14-day appointment wait times.

11. Date of next meeting

After a brief discussion about the best times for a meeting, it was agreed to hold the December meeting on the Sunday 6 December 09.30 – 11.30 at the practice. The practice will be open as it is the monthly Sunday Enhanced Access clinic day.

There being no other business the meeting closed at 18.30