

Notes of CMK Medical Centre PPG held on Wednesday 21st January 2026

Those present:

Yvette Baker Practice Manager	Cally Neal, Patient Liaison Officer	Sandra Newman, Admin Supervisor
Salman Razi GP	Kasia Van Eyk, Operations Manager	CL, Chair
JO'M	JMou	BS
Anum Ahmed, Pharmacist	SK	CR
LF (Note taker)		

Apologies JM, RS, AD

Previous meeting notes

Two minor corrections to be made, then agreed

Action: LF

Matters arising from the notes

YB contacted the Integrated Care Board (ICB) regarding having a second screen in waiting room to enable patients to see health messages without interruptions by appointment calls.

Written business case required, to go to review board. **Action:** YB

Cally has made a lot of changes and improvements to the existing screen.

The carpark surface has been fixed.

Other points are in agenda items

Reception Screen

As above

Pharmacist to give an insight into her role

AA explained role includes medication reviews, answering prescription queries, actioning new prescriptions from hospital discharge letters, running audits to ensure compliance with local and national guidelines.

Prescribing incentive scheme (ICB) – money generated must be spent on something to benefit patients eg medical equipment

The cost-saving element is not the main focus.

Appointments are a mix of telephone and face to face eg, to include BP checks

Referrals by staff or request from patient

If patient condition is stable the review period may be lengthened

6 PCN pharmacists plus a pharmacy technician

Query raised regarding texts sent inviting patient for health checks. SR explained NHS scheme invites over 40s, who are not regular attendees, for a health check.

PPG Network session briefing

Heathwatch held a meeting for Chair plus 1 from all PPGs on 20/1/26 at CMK MC
7 practices represented.

Chaired by CEO Maxine Taffetani
Please see her attached minutes

Surgery Intellect Trial

Two AI systems trialled since September - AccurX Scribe and Intellect. May trial a third.
SR - it is working well for both GPs and patients who feedback they feel more listened to as GP not focused on screen.
Discussed auditing number of consultations during trial

YouTube Video

Meeting arranged between RS (PPG) and LH, YB and CN (CMK MC)

General Practice Update

20,665 patients

5,000 phone calls, 6,000 face to face appointments in November

4,600, 4,700 in December

314 DNAs amounting to 80 hours. Displayed on waiting room screen.

Staff attending Veteran refresher training. Veterans benefit from faster referral if an issue is related to their service. Support available from Royal British Legion support workers.

Quality and outcomes framework (QOF), which looks at quality of care, mainly for long-term conditions (LTCs), must be completed by end of March. It entails a minimum of one follow-up appointment per year, for patient safety, early detection of problems and improving long-term health. One third of patients have at least one LTC requiring 9 -10,000 appointments per year.

Recent visit from members of the ICB with concerns about number and length of text messages sent out to patients and consequent cost. When explained that flu vaccine invites increase texts and that messages regarding blood test results and sending unexpected appointments require explanation, practice was advised to carry on as before.

Friends and Family Test

Common themes - patients not understanding why doctors' appointments run late or why they can't 'just have a quick word with the doctor' on the phone.

See practice statistics and F and F results here:



November.pdf



December.pdf



F&F SS.pdf



F&F D.pdf

.

Any other business

NHS APP – most important to switch on notifications via phone settings and read messages within 24 hours, otherwise a cost is incurred by the practice. Need to get message across to patients. NHS App Ambassadors (existing staff or volunteers) are being recruited to promote this and help people use the App..

Suggest it should be the prime subject for another newsletter.

LS proposed some issues raised at last meeting could be clarified in next newsletter.

Action: LS to send ideas to C

Q - could newsletter go on the waiting room screen? A - for consideration

SK requests all receptionists be made aware when carers' meetings run

CR suggested the 'You and your general practice' information on the NHS England website would be useful on the practice website as it is available in many languages.

CL - we need more members for group

Protected Learning Time (PLT, when all practices close one afternoon per month for training) dates only available up to March at present. Cannot yet check if proposed PPG meeting dates will clash so unable to confirm future dates for certain.

Date of next meeting: 18th March 2026 3.30pm

LF January 2026