

Wickham Market Medical Centre
Minutes of Patient Group Meeting
11.30am Wednesday 8th July 2026

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

Apologies : DA Avril Ford (Minutes)

1. Welcome to the Group. The items on the previous minutes were agreed and signed off.

2. Practice Changes

ML explained GPNav, an AI tool which will support both reception staff and patients. Using the tool, Receptionists will be able to ensure patients are seen by the correct clinician, also reduce the length of calls. It is hoped this will be in place in September.

3. Staff Changes

Leavers : Harry (Dispensary) – replaced by Ellie, who was working in Reception but is a qualified dispenser. Billy (Reception) moving to Saxmundham Surgery.
Dr Charlotte Wayne (currently working notice)
Starters : Paige (Reception), Isabelle (Apprentice Admin/Reception)
Dr Charlotte Ridout
Luzia Woods our clinical operations manager is covering Reception Lead in the absence of Ab Woodley (on maternity leave) with Dr Burn's support.

4. Patient Group Feedback – Informal Meetings

A leaflet has been produced, offering patients health checks.

5. Refurbishment Update

WMMC: Initial funding request has been supported by council, we are currently waiting for planning permission approval. All being well It is hoped that commencement of the extension will be October/November.

6. Complaints

20 compliments, 4 complaints – 1 upheld and one partially upheld
Two Zero Tolerance notices issued

7. Any Other Business

Autumn Flu/Covid Campaign:

Eligibility to be advertised to avoid patient confusion as to what vaccination/s they are having.

Car park wardens to be advised of the dates of the clinics

Patient Group Notice Board

Information etc to be placed on the board – it was decided it should not be too busy.

To include for example : non-emergency transport service with criteria; Good Neighbours Scheme

Advice on travelling to the hospital via public transport/park and ride etc.

No advertising for businesses etc.

Action BM

Terms of Reference (Update – not discussed at the meeting – agreed by Partners)

- All members need to be totally inclusive at all times
- No staff email addresses under any circumstances are to be given to patients.