

Wickham Market Medical Centre

Minutes of Patient Group Meeting

11.30am Tuesday 9th December 2025

Present :	Victoria Sangster (chair)	Deano Addison
	Daphne Rose	Bill Money
	Helen Bembridge	
	Dr Mark Lal	Jane Wallace
	Abi Woodley	
Apologies :	Georgie Webb, Kerry Day	Avril Ford (Minutes)

1. Victoria greeted the group. The last minutes were not received by everyone, copies to be circulated

Action : JW

2. **Practice Changes - ML**

- Dr Alison Glaister; retiring as from 2nd January 2026.
- Dr Mark Lal; reducing hours by half.

New full time GP Lorna Burns starting in January/February, taking up AG's hours and ML's lost hours. Previously a partner GP in Harwich and ICB clinical lead in elective care, Lorna in recent times has been working in New Zealand. Until her imminent return to England, both AG and ML's shifts will be covered by locum GPs.

3. **Staff Changes – JW**

Leavers:

- Sophie Cox; reception lead
- Abi Woodley - operations manager will be on maternity leave from February 2026. Luzia Woods, clinical operations manager and Jodi Brightwell, dispensary lead will cover in her absence.

Starters:

- Zena and Ellie; new receptionists
- Chester; business apprentice
- Danielle; HCA

4. **Patient Group Feedback re Informal Meetings**

Kerry has now resigned from the group due to a house move out of area. A new member will be elected – to discuss advertising for suitable applicants. To discuss at next information PG meeting.

5. **Surgery Refurbishment**

Wickham Market

- First tranche of money has been agreed for the conversion of two cupboards at the end of the waiting room (extending towards the library). Work starts in January 2026. Room will be used for when new GP training commences under the lead of Dr Jordan Nye. The trainee GPs, already fully qualified doctors, will be on six month rotation.

Rendlesham

- A new consulting room and small waiting room to be built/converted behind the admin and room previously used by PCN staff, now empty.
- The sessions at RPK will not be increased as the patient registration numbers have not increased despite notifications, newsletters etc circulated in the area.

6. **Compliments / Complaints**

8 complaints, 29 compliments since the last PG meeting. 2 complaints upheld.

7. **Any Other Business**

Flu Clinics: ML and JW thanked the group for their invaluable help in the smooth running of the flu clinic

Zero Tolerance: No letters sent since previous meeting

New Technology:

- Heidi – AI not yet being used but will assist the GPs with their consultations by recording onto the patient notes points of relevance. All information remains confidential and within the surgery, patients will be made aware of its use with publications, posters etc.
- Kynoby – AI in use, scanning correspondence onto patient notes, coding, adding read codes etc, a great time saver to reception.
- EPIC - New system installed at the hospital, many teething problems, continuing.

Carers Award: Recognition for practice, certificate of award to be displayed on website and at both surgeries

8. **Date of Next Meeting**

PC informal meeting : 3rd February 2026.

There being no further business the meeting closed.

A delicious buffet lunch was provided by the Patient Group members for all the surgery staff, giving a good opportunity to meet each other.

The surgery would like to pass on their thanks to the group for their generosity.