

Minutes

St Andrew's Medical Practice Patient Group

5pm, Tuesday, 9 December 2025

In attendance - Members	PC, JC, KC, NC, TC, CK, PY	
In attendance - Other	TM	
Apologies received	CP	
Did Not Attend	PB, LE, LF	

	Agenda Item	Action
1	Welcome / Introductions / Apologies Apology received from CP	
2	Confidentiality Attendees are reminded of the confidential nature of items discussed and anything they might see while in the premises relating to patients.	ALL
3	Last Meeting Follow-up No follow-up	
4	<p>Surgery Updates</p> <p>a) GP Contract Changes: TM explained a change to opening hours required by the new NHS Contract. The surgery and phones lines will no longer close between 1 pm and 2 pm and will be open from 8am to 6pm, Monday to Friday. Even though we have not advertised the lunch hour change, the surgery has been surprised at the number of calls that are being received. Staffing levels over that period are being reviewed.</p> <p>Oxford Road Medical Centre will continue to close between 1pm and 2pm .</p> <p>eConsult hours have changed to 8am to 6:30 pm, Monday to Friday. It is not available evenings, weekends or bank holidays.</p> <p>b) Staff Changes: A new F2, Dr Dolores Fawcett-Till has started.</p>	

6	<p>Future Meeting Topics</p> <p>a) Newsletter: The group was in favour of restarting the practice newsletter which last appeared in October 2022. CK agreed to help. CK and PY to meet to agree way forward and them meet with TM</p> <p>b) External Attendees: Discussions about who the group might like to have attend and give a short talk. TM suggested Social Proscribing representative.</p> <p>c) Other topics: Question was raised following experience members as to whether the “ring back” system was working and how many people could be in the ‘queue’ before the system would offer “ring back”. TM to investigate and report back.</p>	<p>CK PY</p> <p>TM</p> <p>TM</p>
7	<p>Future Meeting Dates</p> <p>It was agreed that we would continue to meet on a quarterly basis, on the second Tuesday of the month, at 5pm starting in March 2026.</p>	
8	<p>Next Meeting Date: Tuesday, 10 March 2026 at 5pm</p>	