

1	Welcome and Introduction: In attendance: SP, MS, PTh, RP, MM, AR, PT, GM, JD	
2	Apologies: RW, JG, SA, PR, JB, SL, MM (received after the meeting)	
3	<u>Approval of minutes</u> The minutes were approved	
4	<u>Actions' Arising</u> None recorded	
5	<u>Treasurer's Report/Receipt</u> £81.83 in the bank. Monies will remain. Query as to the exact amount of money in the account.	RW to confirm exact amount in the bank
6	<u>Surgery Update</u> - SP explained that there has been an increase in the volume of documents that require coding to patients records and we have a backlog. All documents are checked daily for any urgent actions but despite the team's best efforts, the backlog was not reducing. The Partners decided to invest in Anima Health software which uses AI to summarise and suggest codes and tasks. Workflows can also be created to send different categories of letters to different staff. This software does not replace humans but streamlines the coding process and letters are still sense checked and then amended when required. Since the introduction of Anima, we are now starting to see a reduction in the backlog but unfortunately, one of the coding team has since resigned. The Partners are paying close attention to the coding figures and actions will be taken if needed. - Staffing remains generally settled. An HCA will return from maternity leave in November, a registrar in the New Year and Dr Mistry in late January. The maternity cover HCA will remain with us on a permanent contract. Dr Miles is currently off work due to family commitments and is due back soon. Dr Palin and Dr Levy have both increased they commitment to support during Dr Miles absence. - SP discussed upcoming building works to the surgery which are to be funded from section 106 monies from 2 new housing estates locally (Kilby Bridge and the site next to the cemetery) In total, Two Steeples Medical Centre will receive upwards of £450,000 with funds being received in 2 payments. The internal work will create 4 new consulting rooms, a health promotion room and a phlebotomy room on the 1st floor (phase 1) and a further consulting room and health promotion room on the ground floor (phase 2) The additional rooms will be split equally between us and Wigston Central with the phlebotomy room being used by both surgeries. The work has just gone out to tender, and we expect that any building work is not likely to start until the New Year. There will of course be some	

	disruption, but we will minimise this as much as possible. Plans are attached for your interest. • The ending of prescription requests over the phone has been successful with only a couple of queries and concerns as to how to request. Patients that are unable to request online or get into the surgery have been directed to their chosen pharmacy to request they order on the patients' behalf. • Flu and Covid vaccination clinics are due to take place on 03.10.26 & 17.10.26. Both clinics booked up extremely quickly and there is likely to be one small flu catch up clinic later in October.	
9	<u>O & W PCN Update</u> RP informed the group that the PCN keeps going and there is a great deal of reorganisation in the NHS at the moment. Leicester, Leicestershire and Rutland are now combined with Northamptonshire Integrated Care Board. Local PCN's ensure that we have a voice in the NHS and a degree of autonomy. Practices share social prescribers, pharmacists and physios and a great deal of practice income comes in via the PCN to fund some of our team. The future aim is to achieve a cohesive range of support for patients across the Oadby and Wigston area. We have slightly restricted the area that patients can now register with us. We have previously accepted patients from across Leicestershire as long as they accepted no home visits (if they are outside our inner boundary). However, we have now restricted this and patients should be able to get to the surgery within 15 minutes. Walk-in centres now have very little 'walk in' element. Appointments are mainly booked through 111. We have access to evening and weekend appts that we can book into. This is funded separately to the practice and has no cost to us either. Bushloe still cover the GP element Mon- Fri in the mornings which generate a small amount of income for us. <i>A member asked What criteria do they have for turning people away? They will resuscitate people if required. If they are too sick to be dealt with in urgent care an ambulance will be called. They will turn patients away if there are no available appointments at that time but will book to see patients later in the day and finally if there are appointments available when visiting, patients will be seen at that time. If patients need an appointment, the best option is to call 111 as they have access to the GP service based at UHL as well as Loughborough, Market Harborough and Oakham urgent care centres.</i>	
10	<u>AOB</u> <i>A member commented that they understand that there are lot of illegal immigrants moving into the local area and asked where the Doctors stand on this? A correction to the information given at the meeting: Anyone who visits an NHS surgery has a right to be seen and will be registered temporarily so that treatment can be documented. Neither an address nor identity need to be given to temporarily register for health care. For more information please visit:</i>	

	https://www.cqc.org.uk/guidance-regulation/gps/gp-mythbusters/gp-mythbuster-61-patient-registration <i>A member asked about the roving vaccination unit and whether RSV vaccinations had gone from surgeries?</i> The mobile unit that came to the car park was an additional offering and they supported Bushloe and Wigston surgeries to enable eligible patients to have the RSV vaccination. <i>A member asked what qualifies people for the RSV vaccination?</i> • 28 weeks or more pregnant • Aged 75 or over • 65-74 and have a weakened immune system (not asthma that is under control) • Live in a care home for older adults <i>A member wanted to feedback:</i> Getting an appointment was an incredibly efficient service. From requesting to being seen was within 10 days 'Receptionists are brilliant! So patient and helpful.' A discussion was had about requesting an appointment on a Friday afternoon. All requests will be triaged on the day and if the clinician feels your symptoms require seeing the same day, this will be arranged.	
10	<u>Meeting dates for 2026</u> 8th December – AR apologies	