

Minutes of the meeting of the Wootton Medical Centre (WMC)
Patient Group

held at the Wootton Community Centre Jubilee Room
on Monday 12th January 2026

Present:

Patient Representatives: Phil Jones (Chair); Gill White (Minutes); Jean Penny;
Dorothy Faulkner

WMC Representative: Lisa Marotta

1. Apologies for Absence

Jane Larkin

2. Minutes of the previous meeting and matters arising

- Correction to the previous minutes dated Monday 13th October 2025 – Keith was unable to attend a PPG meeting at Denton Surgery. The minutes were then agreed as a true record.
- Neighbourhood hubs deferred to October '27.
- Monitor for the surgery deferred to next meeting **PJ**.
- Age-well are to hold sessions in the atrium on the second Tuesday of each month, starting in February.

3. Updates and news from the practice

- Jude Michie - LM advised the meeting that Jude is not returning as she now has a full-time position elsewhere.
- Anima update - DF asked why Anima refers patients to A&E; she had a friend who has had a back problem for over 20 years, and she was referred to A&E. LM advised that Anima would triage to A&E depending on the information entered on the questionnaire. Elderly patients or those unable to use Anima can telephone the surgery and staff will complete the form for them. The system is live Monday to Friday from 8 am – 6.30 pm. Out of hours patients should call NHS 111.
- Anima affects – calls to the surgery are down by 50% having been reduced by half since April 2025. by half since April 2025. Calls back from Anima were 363 of which 320 were executed.
- Under Government guidelines, there is currently no male screening.
- Chickenpox vaccinations – further information will shortly be available.
- The Patient Survey results for October 2025-January 2026 is now complete and copies were distributed. The overall outcome for WMC is 3.5/5 and is very informative. Friends and Family response from November was down slightly at 83%

4. User friendliness of WMC website

- It was felt that the website isn't as user friendly as previously with certain items out of date. **LM** will look into updating this. **LM** stated that the staffing on the website is up to date.
- **PJ** asked if the scrolling text in the waiting room could be updated by taking 'virtual PPG' off and adding the email address **LM**

5. Annual Reviews

- These are normally done around the birthday of the patient. It has been reported that some patients' annual reviews are out of sync and not aligning with their birthdays. The practice will aim to rectify this from April 2026. There is an additional pharmacist starting early February. If a patient has not had their annual review they can contact the surgery.

6. Facebook Page and Patient Group Information Desk

- The Facebook page now has 222 members. Can it be linked to other sites e.g. Instagram **PJ**
- There was a poor response to the last information desk. It was decided to wait for a specific theme before organising the next one.

7. Any Other Business

- **LM** advised that the practice is re-introducing a newsletter. **PJ** asked whether there could be a PPG section in it. The first edition is due in the Spring **LM**

8. Date of next meeting

- Monday 20th April 2026 at 12 noon in the Jubilee Room