



**Woodfield Medical Centre  
Patient Participant Group (PPG)**

Held on Wednesday 11<sup>th</sup> February 2026 at 17:30  
At Freshney Green Primary Care Centre

*See separate attendance sheet.*

MMJ welcome everyone to the meeting.

**Practice Updates**

Our recent GP registrars have left the practice, and we have 3 new starters with us until August.

Our reception supervisor left the practice to further a career in safeguarding, so we have a new supervisor, Hannah.

Due to this we have employees two 2 receptionist to cover the change in hours.

We currently have 10 GPs working at the practice.

As well as 3 GP registrars, 2 FY2s and 1 year 5 students.

Dr Ryder will be returning from maternity leave in March. Her name has changed to Dr Jacklin.

The practice continues to tackle patients who are not attending for appointments. In January we made 6 calls to patients to discuss their multiple DNAs in the past 12 months.

As we are reviewing our telephone system, we have noticed patients are not utilising the call back system. This is when a patient reaches a certain point in the telephone queue they can chose to request a call back and the practice will call the patient back when it is their turn in the queue, meaning they don't have to wait on the end of the telephone.

The average queue time is 5 minutes and 32 seconds. This is all dependant on the time of day and day of the week.

*Patient asked: do many patients use the online service?*

Yes, they do, it is mainly used for general administration queries like fit notes.

**Counselling Service**

At the end of September, we received an email informing us that the ICB will be stopping the funding for our in-house counselling service. Therefore, making our employed staff redundant by 31<sup>st</sup> December 2025.

We received no warning of this and there has been no conversations or consultations. We were just about to offer 3 new positions as we lost some staff members last year.

This is affecting all other PCNs in our area.

Our service has been running for over 20 years and has been a huge asset to primary care. We won an award last year for the quality of our service and it is always receiving great feedback as it is a personal bespoke service.

Whilst each PCN has tried fighting the ICB to understand why this decision has been made and the impact this will have on our patients and the local area. We have contacted the local MP but received no further support. Other local services have also written stating they would not be able to cope with the number of patients needing support.

We decided as a PCN to fund the service ourselves until 31<sup>st</sup> March 2026; to allow more time and not make our team redundant at Christmas but this cannot be sustained long term without further funding.

As the end of March approaches and we have received no further information on the service we have begun the process of making our employees redundant to be able to give them as much notice as possible.

Patients will now be referred to Navigo or NHS Talking Therapies, where the waiting list is 18 months.

## **Close**

MMJ thanked all for attending.

The next PPG meeting will be held in the Summer.

Details of the meeting will be sent round and advertised on all our platforms.