Shipston Medical Centre
Patient Participation Group (PPG)
Website: https://shipstonmc.warwickshire.nhs.uk/
X: https://x.com/ShipstonGP
Facebook: https://www.facebook.com/ShipstonMC
Instagram: shipstonmedicalcentrenhs
No 32: March 2026

SPRING EDITION



MEETING FOR SHIPSTON MEDICAL CENTRE PATIENTS – WEDS 17th JUNE 2026, 7.15PM



We are currently planning the agenda for this year's meeting which will take place as usual at the Townsend Hall, Sheep Street, Shipston.

Please reserve the date in your diaries!

STAFFING UPDATE

We'd like to offer our warm thanks and best wishes to Kate Gardner, who has stepped back from her reception role to focus more on her growing gardening business. Kate has been a valued member of the team, and we wish her every success in this new chapter.

At the same time, we're delighted to welcome Gemma Coe and Jo Markham, who have recently joined us as receptionists. We're thrilled to have them on board as we continue to strengthen our front-of-house team.

With the practice now working across two sites - the main Medical Centre and the Ellen Badger site - we are expanding our reception capacity. We are currently recruiting two additional receptionists to support our growing workload and ensure we continue to offer patients the best possible service.

Looking ahead, we are also preparing for some further changes as Becky Taylor plans to reduce her hours with the practice in the near future.

In the meantime, we're grateful for Becky's continued contribution.

WE ARE NOW DELIVERING SERVICES FROM THE ELLEN BADGER CLINICAL ROOMS

We are delighted to share that the new clinical rooms on the first floor at the Ellen Badger site are now live, and our teams are already settling in well. We want to express our sincere thanks to patients, colleagues, and the wider community for your patience and support during this period of change. Your understanding has helped make this transition a real success.

The new spaces are bright, modern, and welcoming, offering an improved environment for both patients and staff. We're already seeing some unexpected benefits of working across two sites, such as a noticeable improvement in parking availability at peak times—something many patients have already commented positively on.

Checking Your Appointment Location

With appointments now taking place at either the Medical Centre or the Ellen Badger site, we kindly ask all patients to double-check the location when booking.

- Appointment details will be shown on the NHS App
- They will also appear on your text message reminders

If you are ever unsure, please contact our Reception Team, who will be happy to confirm your appointment location.

Improvement Works at the Medical Centre
Operating across two sites also gives us a valuable opportunity to complete some much-needed renovation work at the Medical Centre. To facilitate this, we are planning a partial closure of the Medical Centre site from mid-April. The planned improvements include:

- Upgrading the patient toilets
- Reconfiguring key internal spaces
- Refreshing and improving the reception and waiting areas

We are currently working closely with contractors to finalise plans and will share more detailed information nearer the time. The Dispensary will remain open throughout the works so patients can continue accessing this service as usual.

Your Feedback Matters
As we continue to establish ourselves across two locations, we know there will be learning along the way. We warmly welcome patient feedback, which helps us refine our processes and ensures we deliver the best experience possible.

WHAT IS THE 'FRIENDS AND FAMILY TEST?'
The NHS Friends and Family Test (FFT) is a national initiative, enabling people who use the NHS to provide feedback on their experience.

So called, because when first created in 2013, patients were asked if they would recommend a given NHS service to their friends or family if they needed treatment or care. The purpose of the test is to help NHS providers such as SMC to understand whether patients are happy with the service provided, or where improvements may be needed.

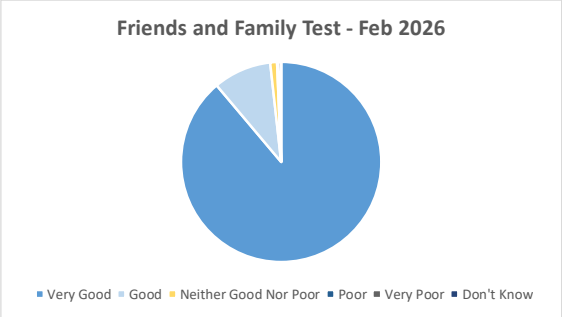
How the FFT works
After an appointment with a member of the medical centre team, you may be invited to complete the FFT. Either by text , or if you prefer, you can complete a paper questionnaire; these are available in the waiting room.

Some points to remember:
- The questions are nationally directed – this means that the same questions are asked of patients using NHS services across England. SMC does not have the facility to tailor any of the questions to our local situation, but on the plus side, this means that the results obtained can be compared with other GP practices.

- Your responses are entirely **anonymous.** Your answer cannot be traced back to you.

  Please therefore note that this is not a suitable route for asking any clinical or other questions specific to your individual situation. These should be addressed to the Practice through the usual channels as appropriate; through the on-line triage form or telephone, or via the feedback and complaints form which can be found under 'Practice Information' on the SMC website.

How is the FFT information used by SMC?
Approximately 500 SMC patients complete the survey each month, providing extremely valuable feedback for the Practice. This feedback is delivered in summary form on a monthly basis, scoring the service across a number of domains from 'Very Good' to 'Very Poor'.
The latest results are captured here:



Very Good	89%	Poor	0.2%
Good	9.4%	Very Poor	0.4%
Neither Good Nor Poor	1.10%	Don't Know	0.0%

Patients also have the opportunity to provide qualitative feedback about their experience. The Practice and PPG review this and other patient feedback on a monthly basis to identify if there are any key themes which need to be addressed – either by checking if any improvements could be made to a given service, or by improving communication to patients.

Finally, it's worth noting that any accolades about individual clinicians are not only appreciated, but can also be used as supporting information for their appraisals and revalidation processes.

So – next time you decide to respond to a Friends and Family Test survey, please be reassured your response is valued!

ALSO AT THE ELLEN BADGER SITE…
We reported last month on the day case pilot being conducted at the Ellen Badger Medical Unit.

As of 15th March, **525** patient procedures have now been completed at the unit rather than at Warwick or Stratford Hospitals which would have otherwise been the case. The pilot is due to be reviewed at the end of April to evaluate its impact in terms of patient experience and efficiency of use of NHS resources.

CHANGES TO THE CHILDHOOD IMMUNISATION SCHEDULE
There have been some changes to the NHS routine childhood immunisation schedule recently. These changes are designed to improve protection for children and make the vaccination timetable more effective.

What's changing?

Chickenpox vaccination has been introduced
Children will now be offered protection against Chickenpox as part of the routine schedule. The vaccine will be given as a combined MMRV vaccine and protects against measles, mumps, rubella and chickenpox.

New 18 Month appointment
A new routine visit has been added for children turning 18 months old. This helps ensure children receive the best protection at the right time.

Small timing changes in infancy
Some vaccines in the first few months of life have moved slightly to help spread the injections more evenly and provide protection earlier.

What does this mean for parents?
If your child is due their vaccinations, our practice will contact you as usual. These updates simply help ensure children receive the best possible protection and at the right ages. If you have any questions or concerns about the vaccination changes then please speak to one of our practice nurses.

COVID SPRING VACCINATION PROGRAMME
This spring we will be inviting eligible patients to book their COVID-19 booster vaccination to help maintain protection against COVID-19. Immunity from previous vaccines can reduce over time, particularly for older adults and those with certain health conditions, so a spring booster helps to keep you protected as we move through the year.

We will be offering appointments at a wide range of times throughout the week and at weekends.

The programme is aimed at those most at risk of serious illness from COVID-19. If you are eligible, we will contact you soon with details on how to book your vaccine. If you receive an invitation we encourage you to take up the offer and help protect yourself and those around you.

ARE YOU ELIGIBLE FOR AN NHS HEALTH CHECK?



This check is for people who are aged 40 to 74 who do **not** have any of the following pre-existing conditions. You will already be offered regular check ups if you have already been diagnosed with these:

- Heart disease
- Chronic kidney disease
- Diabetes
- High blood pressure (hypertension)
- Atrial fibrillation
- Transient ischaemic attack
- Familial hypercholesterolaemia (Inherited high cholesterol)
- Heart failure
- Peripheral arterial disease
- Stroke
- Currently being prescribed medicines such as statins to lower cholesterol
- Previous checks have found that you have a 20% or higher risk of getting cardiovascular disease over the next 10 years

If you would like a health check and believe you are eligible, please contact the Practice through the usual routes to make an appointment.

FREE SUPPORT TO HELP YOU QUIT SMOKING

Did you know you are three times more likely to quit smoking with help from a stop smoking service?

Whether you're giving up for the first time or wanting to try again, we're here to help.

We now provide a free 12-week stop smoking support service to anyone aged 12+ who is registered with our practice. The support will be tailored to meet your own needs, and may include:

- Structured individual or group support from a qualified stop smoking advisor, typically face-to-face at a local GP practice
- Comprehensive support on the go with the Smoke Free app
- Free nicotine replacement therapy (NRT), vape quit quits (18+ only) and stop smoking medication (18+ only)
- Expert help to work through common barriers to quitting including smoking triggers, withdrawal symptoms and cravings

Ask at reception for more details or contact the central booking team:

Email:
swg-tr.warkspcsmokingservice@nhs.net

Tel: **01926 695943**

We're working with Integrated Primary Care to offer this service, which is available to residents across Warwickshire. Visit the IPC stop smoking support website for more information and guidance.

ARE YOU CARING FOR A FRIEND OR FAMILY MEMBER?

The Practice, PPG and local partners continue to work together to improve the support provided to our patients who have caring responsibilities.

This includes young people (under the age of 18) who help to look after a relative with a disability, illness, mental health condition, or drug or alcohol

problem.

Please do let the reception team know if this is the case so that we can respond appropriately when needed.

UNDERSTANDING YOUR GP MEDICAL RECORD AND ONLINE ACCESS

Your GP medical record contains the key clinical information needed to support your care. It includes details such as diagnoses, medications, allergies and test results.

It is important to note that your GP record does **not** include everything held about you across the NHS - hospitals and other services store their own information separately.

Online Access via the NHS App and EMIS Patient Access

Patients can view parts of their GP record using the NHS App. Since 2014, patients have been able to request full access to their GP record, with appropriate safeguarding checks.

Key national updates include:

- April 2020: New patients should receive full *prospective* access from the date they register for online services.

- 1 November 2022: Patients aged 16+ automatically see information added to their record from 1 November 2022 onwards.

Requesting Retrospective (Historic) Access

If you request access to your full historic record, this cannot be provided immediately. A trained member of staff must manually review your entire record to ensure:

- No third-party information is released
- Sensitive or confidential entries are handled appropriately

This is a detailed and time-intensive process, so there may be a delay before access can be granted. We appreciate your patience while this important work is carried out safely.

Proxy Access: Allowing Someone Else to Help Manage Your Care

Proxy Access allows someone else - such as a parent, carer or family member - to access a patient's online medical information or request prescriptions on their behalf.

Proxy Access for Adults

For adults, proxy access can only be granted with the explicit consent of the patient. Consent can be given verbally or in writing, but both individuals must be registered at our practice.

Proxy Access for Children

The rules for children change as they grow:

- **Aged 0–10:**
  Parents/carers with parental responsibility can usually have proxy access without needing the child's consent.

- **Aged 11–15:**
  NHS guidance states that children are considered able to give consent from age **11**. At this point, any existing proxy access is **automatically switched off**. We will need to speak briefly with the child (usually by phone) to confirm whether they consent to continued parental access.

- **Aged 16+:**
  When a young person turns **16**, proxy access is **automatically removed again**, and consent must be obtained directly from the patient if continued access is required.

How to Request Proxy Access

To request proxy access, please complete our Proxy Access Request Form, available via:

- The 'Submit a new request' section on our website, or
- By contacting us by phone or in writing.

We will then send a short questionnaire to confirm consent and choose which elements of the online record should be shared.

Proxy access is a busy part of our service, so please allow **up to 21 days** for this process to be completed. You will receive a text or email once access is set up.

Need Help?



If you need support to use the NHS App come along to the Ellen Badger Hospital on **Thursday 26th March 10am – 12 MD**.

Call the practice and speak to the secretaries or medical records team to book your place.

PLEASE DON'T FORGET YOUR NAME…
…and date of birth!



It is quite often the case that patients provide us with urine samples, BP readings or similar without making it clear who those samples or results belong to. Please help us by making sure your name and date of birth are clearly marked so that we can accurately update your patient record, and where necessary, respond appropriately.

AMBULANCE BAY – PLEASE KEEP FREE
Making no apologies for repeating this request as it is an ongoing problem. We respectfully request that the designated ambulance bay in front of the existing premises is kept free at all times. Valuable minutes can be lost in an emergency situation if the ambulance is unable to park directly outside the medical centre.

We know that it can be challenging to find a parking space during busy periods but we do believe this situation will be eased now that the EB Clinical Rooms are in operation.

SURGERY CLOSURES

Staff Training
Each month all Warwickshire GP surgeries are closed for one afternoon from 12.30pm for staff training. The next dates are:

Wednesday 29th April 2026
Thursday 21st May 2026

GOT QUESTIONS ABOUT OUR PRACTICE?
Do you have ideas, feedback, or suggestions about how our services run? Or maybe you'd just like to share something positive with the team but aren't sure who to tell?

We are particularly interested in hearing your feedback following the move to the Ellen Badger Clinical Rooms and plans to renovate the existing premises. Our Patient Participation Group (PPG) is here to help! They can:

- Find answers to your questions
- Pass on your ideas to the right person
- Represent patient views to improve our services

To contact them, email the Chair, Carole Nossiter, on shipstonppg@gmail.com including your contact

details and she or one of the team will respond to you.

Interested in getting involved? Visit https://shipstonmc.warwickshire.nhs.uk/patientgroup to learn more about what the PPG does and fill in the registration form. A member of the team will again follow up with you.

STOUR HEALTH and WELLBEING PARTNERSHIP

The **Stour Health and Wellbeing Partnership** continues to support a range of community activities at the **Ellen Badger Hospital,** helping local residents stay connected, active and supported.

The **Bereavement Café** runs on the **first Tuesday of every month from 11am–1pm** and is a peer support group open to anyone experiencing grief who would like a safe space to talk with others.

Our **Warm Community Hubs** continue on **Mondays and Thursdays,** with Monday sessions proving especially popular. **Seated Exercise classes** run alongside the Monday hub and are so well attended that an additional session focusing on **falls prevention** is currently being planned.

Families can also enjoy sessions with the Stour Toy Library. From April, there will be a **Stay and Play session on Tuesdays from 9:30 –11:00am,** alongside the existing **Thursday session from 11:00am–12:00pm** at the Ellen Badger. Toys can be booked online and collected from the hospital at any time via **borrow.shwp.org.uk**.

The community is invited to the launch of the **Repair Café at Ellen Badger Hospital** on **11 April from 10am–2pm**. Bring along items in need of repair and enjoy a drink and cake while our volunteer repairers take a look.

Finally, another important date for your diaries. The theme of **Dying Matters Awareness Week** for 2026 is 'Let's talk about death and dying'

SHWP is working with local partners to provide an opportunity for you to do just that.

'Dying Matters' will cover all aspects of end of life and death planning and will take place on **Saturday 16th May between 10am and 2pm** at the Ellen Badger Hospital.

For more information about any of these events or activities, or if you would like to volunteer, please contact **Rowena on 01608 691129**

talkdementia

"Even the word dementia can be daunting – but we believe it's better to get the practical advice and emotional support you need as a family carer"

Why not come and visit us for a coffee, maybe a piece of cake and a chance to talk about anything dementia related - Our dementia friendly café environment is available every Tuesday from 10.30am – 12.30pm at Shipston Lodge on Tilemans Lane.

We look forward to meeting you and making you feel welcome, Paul and Heather Dowler

Phone 01295 688376 /
email: talkdementia.uk@gmail.com /
website: talkdementia.uk



SHARING THE INFORMATION

If you know of patients who aren't on Facebook do let them know that the newsletter is available for collection from the medical centre receptions, the Dispensary and waiting rooms. If they have their medication delivered, they can also ask the delivery driver for a copy.

The PPG distributes hard copies to various locations around Shipston including the library, post office and town council offices.

The newsletter is also published on our website under Patient News, and we alert on Facebook and X when it's published. If you would like an electronic copy of the newsletter emailed to you each time there is a new edition, (every 2 months) please contact reception.