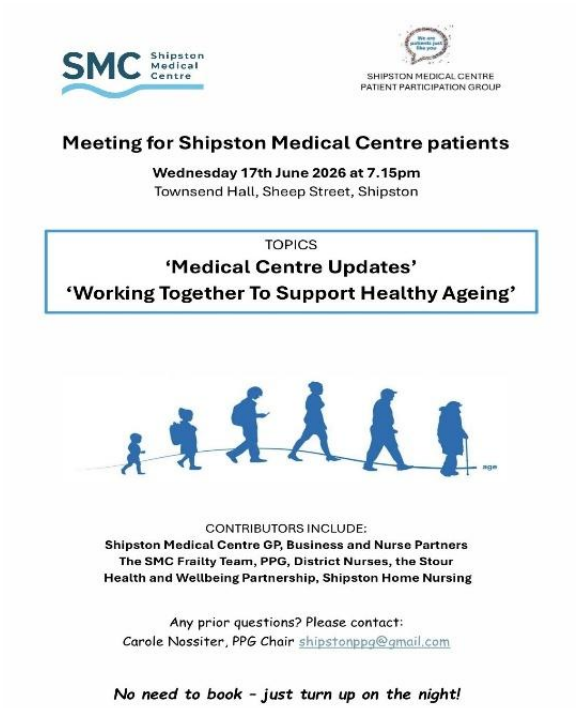
Shipston Medical Centre
Patient Participation Group (PPG)
Website: https://shipstonmc.warwickshire.nhs.uk/
X: https://x.com/ShipstonGP
Facebook: https://www.facebook.com/ShipstonMC
Instagram: shipstonmedicalcentrenhs
No 32: May 2026

MAY EDITION



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



This year's Patient Meeting will take place as usual at the Townsend Hall, Sheep Street.

Come along to hear the very latest updates from the Practice – and how the team there are working with local partners to support all of us to age healthily.

No need to book, just turn up on the night!

STAFFING UPDATE

Farewell and Best Wishes to Dr Owen Yang
We would like to share that **Dr Owen Yang** has now completed his GP training placement with us and has moved on to the next stage of his career.

Dr Yang has been a valued member of our team during his time at the practice, and we are grateful for the care and commitment he has shown to our patients. As part of his career progression, he has now taken up a position at a practice in Banbury as he begins his work as a fully qualified GP.

We would like to thank Dr Yang for his contribution to our practice and wish him every success for the future as he embarks on this exciting new chapter in his career. We are sure many of our patients will join us in wishing him all the very best.

OUR BUILDING REFURBISHMENT: INVESTING IN THE FUTURE OF LOCAL PATIENT CARE

As you may be aware, refurbishment works are currently underway at the main Shipston Medical Centre (Badgers Crescent) practice building. We thought it may be helpful to explain why these works are taking place now, given our recent move into the first floor of the Ellen Badger Hospital, so we wanted to share a little more background.

Our building has served the local community since 1969, and many of its core features including wiring and insulation, are still original. Other than the addition of the first storey in 1993, there have been no significant structural renovations since that time. Modernising these areas is now essential to ensure the building remains safe, comfortable and energy efficient.

While the new rooms at the Ellen Badger Hospital have greatly increased our clinical space, they've simply brought us closer to the capacity required for our growing patient population. This first phase of the refurbishment will include updating our reception area and waiting room, as well as focusing on improving and reconfiguring administrative space, giving our large back-office team the suitable working environment they need to support patient services efficiently.

This is just phase one of the project, which mainly covers the front sections of the building. Further upgrades to clinical rooms and rear areas will follow when funding allows. Alongside these improvements, we'll also enhance insulation and update key infrastructure to bring the building up to modern standards.

During this period, we are temporarily making use of No. 8 (the house across the road from the main Medical Centre) for extra clinical space while refurbishment work progresses. Once works are complete and space pressures reduce, the longer-term plan is to dispose of No. 8.

We're grateful to everyone for their patience and understanding as these works progress. The renovation represents an investment in the future, ensuring our facilities remain fit for purpose and able to support quality care for the community.

We advise all patients to read messages from the Medical Centre thoroughly, as details regarding the location of appointments may vary.
Please leave extra time for attending your appointments, as car parking is very limited at the Badgers Crescent site.
There is limited access to toilets at the main Medical Centre site and we advise using toilets at the Ellen Badger Hospital.



Change in Opening Times
The renovation of our practice and move to working across two sites has prompted a review of our dispensary, which remains a key support to the wider practice and a vital service for our patients. In the past year we have brought in the Medpoint system which allows patients to collect medications from the machine at the front of the building at any time and made the transition to paper-free dispensing which provides greater access and convenience for our patients.

Our team work hard to ensure you get the medications you need in an appropriate

timeframe, processing over 10,000 medications per month on average.
In light of recent staffing changes, we have made the decision to adjust our **dispensary opening time to 09:00 Monday to Friday, starting from after the late May Bank Holiday ie, effective from 26th May 2026**.

This brings us in line with the opening time for local pharmacies and supports our team in ensuring a sustainable service. Our closing time remains 6.30pm.

Patients who prefer to collect their medications from the practice between 8am and 9am can still do so; contact the team and we will be happy to set you up to use our free 24/7 collection machine which notifies you when medications are ready to collect and enables collection any time of day or night. Our home delivery service is unaffected and patients are welcome to collect their medications in-person from a member of our team from 9am onwards.

Repeat Prescription Reminders
To help minimise disruption during building works, please remember that repeat prescriptions can be requested in several ways:

- Using the NHS App
- Using the surgery website
- Or by posting your request through the slot on the front of the MedPoint, even if you don't use the MedPoint system directly.



LASTING POWER OF ATTORNEY (LPA)
An LPA is a legal document which allows an individual to appoint trusted people ('attorneys') to make decisions on their behalf if they lose mental capacity or if they no longer want to manage their affairs.

There are two types of LPA document:

- Health and Welfare, and
- Property and Finance

The Health and Welfare LPA is the only one that we need to see if you have one in place.

If we have asked you to bring this in for us to see, please bring this to the Ellen Badger (EBH) site and not the Medical Centre (SMC). The Medical Records Team are temporarily based in the administration offices at the EBH whilst the refurbishment is ongoing at the Medical Centre.

Please bring the LPA to the SMC Reception desk on Floor 1 of the EBH and a member of reception will call us to come and check it for you. We will then photocopy it whilst you wait, so that you

can have it back immediately. This will then be added to your patient record.

Please note that we will need to see either the **original** document, which is usually approximately 15 pages long, or a **solicitor copy.**

Unfortunately the one-page letter advising that the LPA has been registered with the Office of the Public Guardian will not be enough to show that one is in place.

Alternatively, if you applied for an LPA online through www.gov.uk, you can generate a code for us and either call or email us with this information so that we can obtain the details this way. You may find this link/website useful for more information - Make a lasting power of attorney - GOV.UK

If you are in any doubt as to what to do, please call us at the surgery and we will be happy to advise you. Thank you.



Our popular 'A Day in the Life Of' feature returns, this time the focus turns to…

Dr Eilidh Mackenzie – GP Registrar at Shipston Medical Centre (SMC)
So, first of all, like me, you might be wondering what exactly the title GP Registrar means..
I learned from Dr Mackenzie that in simple terms, it describes a fully qualified doctor who has completed medical school and foundation training, and is now undertaking further specialist training to become a General Practitioner.

Dr Mackenzie told me that throughout her medical training, she always knew she wanted to be a GP. For her, the appeal lies in the variety. In primary care, no two days are the same—patients present with a wide range of symptoms, and GPs must use a structured process of "differential diagnosis" to distinguish between conditions which share similar symptoms and from there, determine options for treating or managing them.

Her training to date reflects that variety, including General Medicine and Surgery rotations at Warwick Hospital, Obstetrics & Gynaecology at George Eliot Hospital in Nuneaton, Intensive Care at University Hospitals Coventry & Warwick and at a Warwick Health Centre. Much of this took place during the COVID pandemic, adding an extra layer of challenge.

She then completed further rotations in Ear Nose and Throat (ENT), Psychiatry, and then General Practice in Kenilworth. Now in the final stage of her postgraduate training at SMC, she says she is thoroughly enjoying the experience.

In addition to developing this broad clinical experience, I was particularly interested to learn how GP Registrars like Dr Mackenzie develop the skills needed to carry out effective, safe, and compassionate consultations within the time constraints of primary care. A standard consultation lasts just 12 minutes in the UK, driven by clinical necessity, patient

demographics and the pressure of increasing workloads. In that time, the practitioner must listen, make assessments in the context of the medical history, examine (if needed), and agree on a plan with the patient.

At present, Dr Mackenzie is allocated slightly longer appointments—18 minutes—which will gradually reduce to 12 as she hones her primary care consultation skills. An additional key part of this training is to review each consultation with a supervising GP, allowing time to check, reflect, learn, and fine-tune any decisions, for example, any blood tests ordered.

I wondered how patients can help. Dr Mackenzie responded by saying that providing clear information is key. The on-line appointment request form plays an important role here, whether completed by patients themselves, or by the receptionist who completes the same form from information provided over the telephone or in person at the surgery.

This gives clinicians, whatever their level of experience, useful details about symptoms, duration, and concerns ahead of the consultation. Bringing a companion along to the consultation itself can also sometimes help ensure nothing is missed.

Speaking with Dr Mackenzie offered me a valuable insight into the level of training and care that goes into becoming a GP. I found it reassuring as a patient to know just how much thought, skill, and dedication underpins every consultation.

Carole Nossiter, Shipston MC PPG

SUFFERING FROM HAYFEVER?



Hay fever season is here, and many people start to notice symptoms such as sneezing, itchy eyes, a runny or blocked nose, and fatigue. These are caused by an allergic reaction to pollen, which is more common during the spring and summer months. There are several simple steps you can take to help manage your symptoms:

- Checking daily pollen forecasts can help you plan ahead, and on high pollen days it's best to keep windows and doors closed, especially in the early morning and evening when pollen counts are highest.

- Wearing sunglasses outdoors and showering or changing clothes after being outside can also reduce exposure.

- Over-the-counter treatments such as antihistamines, nasal sprays, and eye drops can be very effective when used regularly.

If your symptoms are persistent, severe, or not improving with usual treatments, please contact the practice for further advice. We can help review your symptoms and discuss additional support to keep you comfortable during the season.

COVID VACCINATION CLINICS UPDATE

The Spring COVID-19 vaccination campaign is now coming to a close, and we're pleased to

have vaccinated around 800 of our eligible patients so far.

Thank you to everyone who has come forward to protect themselves and others. If you are **eligible** (over 75, live in a care home, or have a weakened immune system) and have not yet received your vaccine, please contact the practice as soon as possible to see if we can still offer you an appointment.

Vaccination remains an important way to reduce the risk of serious illness, particularly for those who are more vulnerable.

CERVICAL SMEAR APPOINTMENTS – AVAILABLE ON THURSDAY EVENINGS AND SATURDAY MORNINGS

We are offering cervical screening appointments during Thursday evening and Saturday morning clinics to make it easier to attend at a convenient time.

Cervical screening is an important test that helps prevent cervical cancer by detecting changes early, often before any symptoms develop. If you are due or have missed your screening, we encourage you to book an appointment with our nursing team—these flexible clinics are designed to fit around work and family commitments.

If you have any questions or concerns about cervical screening please get in touch with reception who can arrange for one of our practice nurses to give you a call to discuss these with you.

SUPPORT FOR THOSE WHO ARE CARING FOR A FRIEND OR FAMILY MEMBER



Many people don't think of themselves as carers; they just look after someone close to them. Caring often just happens to you, as you find that someone close to you gradually needs more help.

A carer is someone of any age who, unpaid, looks after a family member, partner or friend who, because of illness, frailty, disability or mental health challenges, cannot cope without their support.

We understand that being a carer can feel isolating and it's often a struggle to get the information you need. It's also important that you look after your own health, not least so that you can care effectively. It's easy to put yourself second; we want to be able to do all we can to try to help you to stay as fit and healthy as possible.

We keep a register of carers who are our patients so that we can let you know about any new services or support that becomes available.

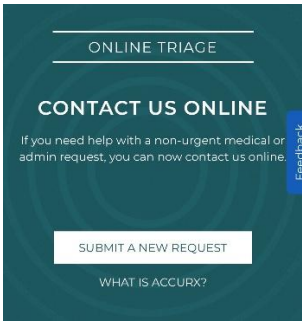
It is important for us to know that you are a carer, so **please inform us by completing our**

online form or ask reception for a copy to complete.

We now have two dedicated Carers' Champions, Practice Nurses Katie Grantham and Laura Axon, who are the main point of contact for you should you have any queries related to caring.

In addition, trained members of our Patient Participation Group are now systematically calling patients who are registered on the carers list. They can provide information on how to access information and support tailored to your needs, whether via Warwickshire County Council or by putting you in touch with local specialist support or people in the same circumstances – whatever works best for you.

WHY OUR ONLINE TRIAGE FORMS ARE ONLY AVAILABLE DURING WORKING HOURS



You may have noticed that our online triage forms are only available during our normal opening hours (8:00am to 6:30pm). We'd like to explain why this is in place, and how it helps to keep patients safe and ensures you receive the right care at the right time.

Keeping patients safe is our top priority.
If online triage forms were available when the practice is closed, there is a risk that patients with urgent or significant health concerns might complete a form and wait for a response instead of seeking immediate help. When the surgery is closed, we are unable to review requests straight away. By limiting access to our working hours, we can make sure that any request you send is reviewed promptly and safely.
If you need help outside our opening hours, there are services available to support you. For urgent medical advice when we are closed, contacting **NHS 111** or seeking urgent care when appropriate will help you receive timely assessment and treatment.

Providing care when we are available to respond.
As a routine GP service, we are commissioned to provide care during our core hours of **8:00am to 6:30pm**. Keeping triage within these hours ensures that our clinical team is available to assess requests and provide advice or appointments without unnecessary delay.

Making the best use of appointments for patients who need them.
From previous experience, when forms were available for longer periods, some requests were submitted overnight, over weekends, or during bank holidays. By the time we were able to review and contact patients when the practice reopened, many symptoms had already improved or resolved. By focusing triage within our working hours, we can prioritise patients who need help at that time and make the most effective use of our clinical team, helping ensure timely support for those who need care most.

Our aim is to support you safely and efficiently.
These arrangements are designed to ensure that you receive timely, appropriate care and are guided to the right service when you need it.

Thank you for your understanding and for helping us provide safe, effective care for all our patients.

NEED HELP WITH THE NHS APP?



We are grateful to the Digital Champions who run regular sessions at the Community Warm Hubs at the Ellen Badger Hospital to help our patients get set up on the NHS App. They can also show you how to use the App to easily access your health record, order repeat medication or check test results.

If you are interested in attending a Digital Champions session, please call the Medical Centre, selecting option 6 and then option 1 for medical records and we will take your details and then inform you as soon as the next event is scheduled.

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:

Thursday 21st May 2026
Wednesday 17th June
Wednesday 23rd September

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 but all feedback is welcome.
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.

Do you have the qualities we are seeking in additional PPG Committee members….?
Are you committed….thoughtful.. objective….trustworthy… collaborative…?

We are actively seeking new volunteer members of the PPG committee to widen our representation of the local patient community.

The PPG has a proud record of working closely with the Medical Centre team and other local healthcare organisations to help continuously improve patient experience and outcomes.

If you are registered as a patient with Shipston Medical Centre, have a keen interest in healthcare improvement beyond a single issue, and feel you could make a contribution to the work of the committee, please contact:

Carole Nossiter, PPG Chair
shipstonppg@gmail.com or 07786 238455

We meet 8-10 times a year, usually late afternoon on a Monday, but are willing to flex that if needed.

STOUR HEALTH and WELLBEING PARTNERSHIP

Dying Matters Drop-In Event Friday 16 May 10am – 1pm at the Ellen Badger Hospital: Join us for a drop-in day with opportunities to ask questions and hear from a Q&A panel.

Sessions will cover:

- **End of life care** - what to expect and how to plan.
- **Let's talk about funerals** – myth-busting and practical guidance.

You can also speak informally with local and regional organisations offering support and advice, including:

- Coventry, Warwickshire & Worcestershire MIND
- R Locke & Son
- Shipston Home Nursing
- Shipston Medical Centre
- St Edmund's Church
- Stour Health and Wellbeing Partnership
- The Wills Guys
- Tidy Home, Tidy Mind

Further to the Dying Matters event, 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.

SEND Parent & Carer Support Group

A friendly, informal group for parents and caregivers of children and young people with SEND. Sessions take place monthly again at the Ellen Badger Hospital. The first meeting was a great success, and the next session is on **Monday 19 May**.

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 going to be launched on 1st June.

The Stour Toy Library continues to be a great success, with the **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.

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

SHIPSTON HOME NURSING

It's been a busy start to the year for our clinical team, with 928 daytime visits and 48 overnight visits completed. Notably, we are currently the only hospice in South Warwickshire offering a waking night service. We believe that night care is absolutely essential, not just for medication support for

those at the end of life, but also to give families and carers the chance to rest, confident that their loved ones are receiving attentive and compassionate care through the night.

While the number of patients in our care naturally fluctuates, our flexible staffing model ensures we're always able to assess new patients promptly—there are no waiting lists. Looking ahead, our aim for the next quarter is to further expand our night service capacity, with four new care staff members currently in the recruitment pipeline to help us achieve this.

We know end of life care isn't an easy topic, but we encourage anyone who needs help or support to reach out to us. We're always here to assist.

T: 01608 664850
www.shipstonhomenursing.co.uk

SCAN
Stour Community Awareness Network

SCAN (formerly the Senior Citizens' Action Network but now the Stour Community Awareness Network) will meet on **Tuesday, July 14** when the speaker will be Ray Coyte from Shipston First Responders. The main topic of Ray's talk will be resuscitation.

The meeting will begin at 10 a.m. with refreshments and the talk will begin at 10.30. While the group was originally aimed at the over fifties we welcome all. The meeting will be in the Townsend Hall and should finish around noon. What to do in an emergency is a key skill for us all so, please, do come and join us.

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.