



Minutes of the St Luke's Patient Participations Group (PPG)
Friday 17th October at 1.15pm
At St Luke's Surgery

Present: Dr Simon Vickers – GP Partner (SV)
Dawn Brewer – Practice Manager (DB)
Helen Gower – PA to Practice Manager (HG)

1. Welcome and apologies:

SV introduced practice staff and welcomed new and returning attendees.

2. Minutes of the meeting Friday 11th July 2025:

A copy of the previous minutes were previously emailed to attendees. All minutes are available to view on the practice website.

[Microsoft Word - PPG Meeting Minutes 11.07.25.docx](#)

3. Car Park & Bike Rack Update

The area in the corner of the car park marked for the replacement tree and bike rack has now been cleared by contractors.

Derek Payne advised that he has unfortunately not been able to secure funding for the bike rack. St Luke's will explore costs for this.

4. Staffing Changes

SV announced that we are currently recruiting for a new salaried GP for x6 sessions a week.

Georgie Crew (GC), Practice Nurse leaves us today and interviews for a replacement have taken place this week.

DB will be retiring at the end of the year. Rachael Dilley (RD), the current experienced Assistant Practice Manager will be stepping up into the role.



SV also advised that we currently have Dr Katie Hickinbottom ST3 (Speciality Trainee) with us until August 2026. A further X2 ST doctors will be joining us from December.

We currently have x3 students from Guildford Medical School who will be with us on and off over the next four years under the supervision of Dr Joslin.

5. Changes to Total Triage

SV advised that from the 1st October 2025, practices will be required to keep their online consultation tool open for the duration of core hours.

- "I have a health problem" form is available 08:00-16:00
- "I have an admin or routine care request" form is available 24/7

Reception will still be available core hours for those patients who are unable to complete an online form or use the NHS app.

All forms continue to be triaged by a GP first to ensure that patients receive the right care at the right time.

6. Flu & Covid Update

SV advised that 970 flu vaccines were given at this year's drive through at the Guildford Cathedral. There has been a change in the cohort for Covid vaccine this year to over 75, lives in a care home or a severely immunocompromised. This has meant a reduction in the number in Covid vaccinations this year.

All the "mop up" flu clinics have now been completed, and patients still requiring a vaccine will be signposted to the local pharmacies.

The weather has not always been on our side over the last 5 years of the drive through clinic. SV would like to explore the idea of a change of venue and asked the room if there were any suggestions for alternative venues.

Suggestions given included:

- Guildford College
- George Abbott School
- Merrow Park and Ride
- Spectrum
- Artington Park and Ride (this would be too far out of our catchment area).



Please can any further suggestions be emailed to ppg.stlukes@nhs.net.

DB explained that we are already being asked by the pharmaceutical companies to get our orders in for next year.

7. Pharmacy Team Update – Processing Time and Feedback

SV asked for feedback regarding our pharmacy team. The team are based remotely and are responsible for all prescription management.

SV explained the process of how a prescription request is handled and processed via the pharmacy team, but ultimately the GP signs the prescription off. The service uses the same IT systems and under the same information governance framework as St Luke's.

DS felt that the pharmacy team were not responsive in answering questions or no option to ask a question. E.g. answering a question on what time of day to take a medication.

ASP asked why patients were only given a couple of week's notice regarding the changes in the appliance prescription management service.

The scheme has been set up by Surrey Heartlands ICB. Appliance prescriptions are no longer requested through the GP surgery, instead are requested through the service. [SHAPMS | How the Service Works](#)

Unfortunately, St Luke's were also given short notice regarding the change in service. A notification was placed on our website via the ICB. Text messages were sent out to patients on the 14th August from the ICB with the change commencing on the 8th September. DB apologised that more notice was not given, and has fed back to the ICB that timelines were extremely short for patients.

8. Any Other Business

It was asked what age the shingles vaccine is given. HG confirmed it is age 65 and 70-79. St Luke's are proactive in inviting patients in and you will receive a text or telephone call when it is due.



DP gave a summary of the Surrey Heartlands PPG meetings that he has been attending and representing St Luke's Surgery. These meetings are held remotely via Microsoft Teams for sharing information.

Suzanne Nichols has set up a WhatsApp group for PPG participants. Permission given for HG to share Suzanne's email address should attendees wish to be added to the WhatsApp group.

DP advised that the Royal Surrey open day had representatives from other surgery PPG members. To consider whether the PPG would like to represent St Luke's next year.

DP suggested that the PPG could contribute/have a section in the newsletter.

9. Date of next meeting

To be confirmed.