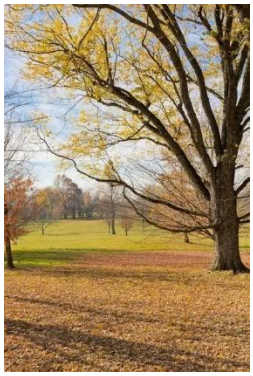
Shipston Medical Centre
Patient Participation Group (PPG)
Website: https://shipstonmc.warwickshire.nhs.uk/
X: https://x.com/ShipstonGP
Facebook: https://www.facebook.com/ShipstonMC
Instagram: shipstonmedicalcentrenhs
No 31: November 2025

LATE AUTUMN EDITION



STAFFING UPDATE

Dr Shipley and family welcomed the arrival of a baby girl, 'Lucy', on 17th October. Both mother and baby are doing well.

Sukhi Sidhu, Clinical Pharmacist, is now on maternity leave and enjoying a well-earned rest before the arrival of her new baby. She is due to return next year and we are currently being helped by another pharmacist, Zainab Khakoo.

Dr Carolyn Barcoe is sadly leaving the Practice in December and has provided this message:

'To my patients,

It is with a heavy heart I am writing this note to say goodbye and thank you for the privilege of being your GP for these past 15 years.

My last working day at Shipston Medical Centre is 10th December 2025. I will carry you in my thoughts when I leave and wish only good things for you all,

Many thanks,
Carolyn'

EXCITING PREMISES NEWS!

As some of you will have already seen in the Shipston Forum, work has progressed well on the fit-out of our new clinical rooms at the Ellen Badger Hospital (EBH) and we plan to move in and start providing care from this site from early December.

The facilities include ten consulting rooms and one room designed specifically for carrying out minor operations.

Patients offered an appointment at the Shipston Medical Centre (SMC) Clinical Rooms should make their way to the first floor, register on the SMC check-in screen and then wait in the waiting area to be called for their appointment. A receptionist will generally be on site to help patients with any queries about their care.

We will continue to provide care from both our current SMC site alongside the new rooms at the Ellen Badger Hospital and patients will be able to access care in the usual way while improvements take place.

Once the Ellen Badger Rooms are open, we will move forward with our plans to redesign and renovate our existing medical centre over the following six months. This will create the 'SMC Acute Care and Training Suite', a modern, welcoming environment, accommodating the triage team, providing care for patients who have 'on the day' needs and enabling clinical supervision of GP registrars and other staff in training. We are committed to maintaining excellent patient care throughout this transition period.

Practice administration functions and the dispensary will remain at the existing site. Prescriptions generated for patients attending for consultations at the EBH Clinical Rooms will be transmitted electronically to the dispensary meaning that patients will not have to walk between the two sites to deliver prescriptions by hand.

Thank you for your continued support as we take this exciting next step in developing local healthcare for Shipston and the surrounding area.

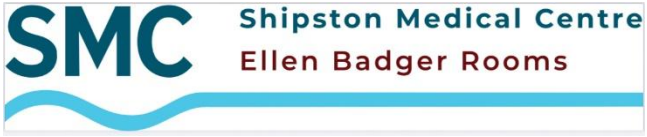
NEW PRACTICE LOGOS

You will no doubt have noticed the launch of a new Practice logo at the top of this newsletter!

Marking the opportunity to expand and improve the facilities from which we offer care, you will start to see us use versions of this logo to represent the two sites. The SMC Acute Care and Training Suite will be 'badged' as follows…



Whilst the facilities at the Ellen Badger Hospital will be characterised as you see below.



Most of the appointments at the EB Clinical Rooms will be offered to patients requiring routine or follow up care. Minor operations will also be conducted at this site.

VACCINATION UPDATE

The flu and Covid vaccination campaigns are well and truly underway – at the time of writing we have vaccinated over 2,500 people and have clinics running until the end of November. We would like to thank patients for sticking to the appointment times and coming prepared, this has ensured that clinics have run smoothly for all.

ARE YOU AWARE OF OUR EXTENDED ACCESS APPOINTMENTS?

In addition to our core opening hours we also offer additional appointments with various clinicians in the evenings and Saturday mornings. We hope that this offers increased flexibility and improved access for our patients.

These are routine, pre-bookable appointments, and reception will be able to assist you in booking these as required.

USING TECHNOLOGY TO IMPROVE SERVICES FOR OUR PATIENTS

One of the biggest challenges we face, like many practices, is making sure that the care we provide for our patients is 'joined up'. Different clinicians – GPs, nurses, pharmacists – might be looking after different parts of a patient's care. Unless everything is clearly recorded and visible to the right person at the right time, things can be missed or duplicated. We're also trying to work in a way that is not just reactive, that is, fixing problems as they arise, but more proactive: preventing complications, keeping conditions stable, and supporting people to stay well for longer.

This is where technology and better systems come in – not to replace people, but to support our team and make the most of the time and skills we've got.

One example is our use of a trusted clinical tool called Ardens, which sits on top of our electronic patient records. This helps us to track when patients are due – or overdue – for important checks: blood tests, blood pressure, medication reviews and so on. The benefit of this is that we can spot any anomalies at an early stage and make contact with patients before problems develop.

Another example is an artificial intelligence (AI) tool called Lexacom. Once patient consent is taken and agreed, the tool listens to the patient

consultation and creates draft suggestions for the medical record. Nothing is saved without the clinician reviewing it first, and there is no audio recording kept. We always ask for patient consent first, and patients can of course opt out.

The potential benefits are clear: less time typing, better clinician focus during consultations, and clearer, more consistent documentation. This is particularly useful when patients are being seen by different members of the team.

It's a challenging time in General Practice but we're doing our best to evolve in a way that doesn't lose the personal, human side of the job. We're using new tools to support, not replace, the relationships that make care meaningful.

NHS APP

Have you downloaded the NHS App yet? It is a quick, easy and safe way of accessing information about your health, including viewing your health record to see information such as your allergies and medications. You can also use it to request your repeat prescriptions and nominate a pharmacy where you'd like to collect them; book and manage appointments and view test results. You can download it for free on the App Store or on Google Play.

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? 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

How 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.

SURGERY CLOSURES

Staff Meetings

The surgery is closed for staff meetings between 1 and 1.45pm on:

Tuesday 18th November
Wednesday 17th December

Staff Training

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

Wednesday 26th November
Thursday 22nd January 2026

STOUR HEALTH and WELLBEING PARTNERSHIP

COMMUNITY WARM HUBS

Due to the seasonal changes, and popularity of the Community Warm Hub, we are launching a second day.

There will now be one on a Monday **and** Thursday, from 10am to 12 noon at the Ellen Badger Hospital at the Community Wellbeing Hub on the ground floor. You're assured a warm welcome, a good cuppa and biscuits and the chance to make new friends. We will not be running over Christmas and the New Year, so the last Warm Hub of 2025 will be on 18th December, returning on the 5th January. Keep an eye out for updates in future newsletters on regular events that will be hosted there monthly. Also, why not check out the news page on Stour

Health and Wellbeing Partnership's website: https://www.shwp.org.uk/news/ [shwp.org.uk]

AbilityNet digital awareness workshops at the Community Warm Hub. On the 12th, 19th and 26th January, 11am - 1pm SHWP in partnership with AbilityNet will be running sessions to help you feel more confident in a digital world. Classes are free and open to all.

Please email rowena@shwp.org.uk or call 01608 691129 to secure your place.

Bereavement Café:
Supported by Shipston Home Nursing, R Locke and Son Funeral Directors, St Edmund's Church Shipston and other local spiritual organisations, the first bereavement café took place on the 4th November at the Ellen Badger Community Wellbeing Hub.

This is a peer support group for people who have experienced the loss of a loved one and is open to all on the first Tuesday of each month from 11am to 1pm.

THE DR SUE PRITCHARD MEMORIAL CHALLENGE
The Seated Exercise class has been so popular with members of the community who may be experiencing mobility issues or want to maintain their mobility that we have had to increase from one class to two. These are now held on the ground floor in the Ellen Badger Community Wellbeing Hub at 10:30am and 11:30am on Mondays. There is the opportunity afterwards to have a cuppa and a chat at the Monday Community Warm Hubs. If you would like further information, please visit our website http://www.shwp.org.uk

TOY LIBRARY
The Stour Toy Library continues to run at the Ellen Badger Community Hub on Thursday from 11am – 12 noon, as is the Monday session 11am – 12 noon. If you would like to sign up or borrow toys, please go to the website https://borrow.shwp.org.uk/ where you can view all the toys on offer and reserve these for collection from the Hub. Annual membership is just £5, and this entitles you to borrow up to 2 toys a week.

HAVE YOU HEARD OF HEALTHWATCH WARWICKSHIRE?
Healthwatch Warwickshire is an independent service for everyone who uses health and social care services. Together with their volunteers they help make your voice heard and improve services including GP surgeries, Hospital Services, Social Care Services, Dental Practices and others. Tell them about your experience of local NHS and social care services. This is their webpage https://www.healthwatchwarwickshire.co.uk/ phone - 01926 422 823 and on email - info@healthwatchwarwickshire.co.uk; Instagram - healthwatch_warwickshire and X. - @healthwatchwarw

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 Reception, Dispensary and in the Waiting Room. If they have their medication delivered, they can also ask the delivery driver for a copy.

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 the newsletter emailed to you please contact reception.