

NEWBRIDGE SURGERY
PATIENT PARTICIPATION GROUP MEETING

MINUTES OF THE MEETING HELD ON
THURSDAY 4 NOVEMBER 2021

PRESENT

Patient Representatives: J Hancox (Chair), R Ashwell (Vice Chair)
L James (LJ) S Gill (SG), S Corbett (SC), C Patel (CP)

Practice Representatives: Dr G Pickavance (GP), V Roddie (VR),

		ACTION
1	Welcome & Introductions – there were a number of new members at this meeting, therefore everyone around the table introduced themselves. New members were welcomed by the Chair.	
2	Apologies for Absence – W Cullis, B Pickering, A Burton	
3	Minutes of the last meeting – Agreed as a true and accurate record	Agreed
4	Matters Arising – See Addendum of actions as attached	
5	<p>Items from the Chair -</p> <p>Patient Choice JH provided an example of a patient from another surgery unaware of what her patient choice was in regard to an ongoing 2 week wait referral.</p> <p>Patients can review document from www.nhs.uk/nhsconstitution.</p> <p>Dr Pickavance updated the meeting that most referrals have a backlog and a patient choice is limited due to the number of high referrals. Most referrals are at 120% capacity.</p> <p>Number of Face to Face Appointments JH would like numbers of patients who are being seen face to face.</p> <p>VR reported EMIS appointment book is defaulted to telephone consultations and not easily to extract. Patients can be seen face to face should they feel they need to and exercise their patient choice or if clinically necessary. Considerable amount of consultations requiring face to face are done so.</p> <p>Dr Pickavance reported approx.65 – 70% of her clinics are held face to face due to the nature of the consultation.</p>	

	<p>Physician Associate appointments are also face to face.</p> <p>Healthwatch members are going to vaccination centres to speak with patients about their patient experience as this will capture a range of feedback representing different GP surgeries and their experiences. JH role of PPG is to look at wider than Newbridge Surgery for patient access.</p> <p>CCG scoping out details for a revised telephony system to assist General Practices who have old systems.</p>	
6	<p>Practice / Network Update – Dr Pickavance / Victoria Roddie</p> <p>Immunisation Programme</p> <p>Flu Programme Over 65's flu clinics scheduled for 6.11.2021 and w/c 8.11.2021 have been deferred until the following week due to delivery issues with supplier. Patients have to be notified of this change to their appointment.</p> <p>Covid Booster Vaccine Update Clinics continue at Whitmore Reans and are walk in's.</p> <p>Patients can book now in readiness for 180 days after their second vaccine, Pfizer booster. Book via National Booking Service or ringing (119). Patients will be given a preferred choice of location for their vaccination.</p> <p>Immuno-suppressed patients need to book a booster after receiving their 3rd vaccination.</p> <p>12 – 15 year olds also being dealt with for those children who have missed the vaccine at school.</p>	

7	<p>Friends & Family Test</p> <p>Analysis of October 2021 results – 276 responses via MJOG system which is significant increase on number of normal returns for this month. 97%. Results are on the website.</p> <p>VR to review patient check in as SG has inputted on this system but no results have returned.</p> <p>Paper copies to be reintroduced now that more patients are being seen face to face.</p>	VR
8	<p>Any Other Business</p> <p>Sharing of Data. CCG said that Chairs of PPG groups can have some training. JH not comfortable with this.</p> <p>To look at some training or other support that can be provided to patients to assist them in dealing with sharing of data.</p>	VR
9	<p>Date and Time of Next Meeting usually every 6 weeks held on a Thursday at Newbridge Surgery</p> <p>Date of next meeting Thursday 16th December 2021 at 5:00 pm</p>	

DATES OF FUTURE MEETINGS

16 th December 2021	TBC
27 th January 2022	TBC - Possible AGM
10 th March 2022	TBC