

NEWBRIDGE SURGERY
PATIENT PARTICIPATION GROUP MEETING
MINUTES OF THE MEETING HELD ON
Wednesday 6 November 2024 at 4:15 pm

PRESENT

Patient Representatives: J Hancox, (JH) R Ashwell (RA) J Evans (JE), C Dymond (CD) K Ong (KO) I Gillis (IG)

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

		ACTION
1.	Welcome & Introductions All participants at the meeting introduced themselves. New member attended - I Gillis	
2.	Apologies for Absence – J Horton (JH), G Luck (GL) D Luck (DL) A Burton (AB) D Scoop (DS)	
3.	Minutes of the last meeting – Agreed as a true record	
4.	Matters Arising – <u>Carried forward</u> <u>IPAD support from Black Country Connected</u> CP on the PPG group volunteered at a previous meeting and referred for support for internet connection and can feedback his experience. Carry forward to next meeting. Ticker Test as reported at last meeting the trial from Public Health England has ceased and they are reviewing the data. Sleep station referrals continue to increase. Patients can self-refer, in addition this is advertised on our website and promoted by Health Coaches. This has been successful and targeted those patients who take certain sleeping tablet medication to help promote the scheme.	JH FYI FYI
5.	Items from the Chair <u>Liaison with other bodies – ICB and Healthwatch</u> Following on from last AGM meeting - JH reported that she had been in contact with ICB – awaiting a response. Healthwatch (Stacey) will come to a PPG meeting in due course. JH to liaise with her re future dates. <u>ICB Feedback from Meeting Attendance</u> Chair reported that there had been no ICB meetings for her to feedback on.	JH JH
6.	Items from the Practice <u>Presentation from Royal Wolverhampton NHS Trust</u> Johnathon Lampitt – Digital Innovation Project Manager – Digital Innovation Unit Came in to do a presentation regarding a database that was designed by Professor Singh at New Cross Hospital to focus on proactive patient healthcare	FYI

	<p>using data and digital tools, with access to comprehensive health information from hospitals, GP's and community services, Johnathon was seeking patient engagement from the group to get a patient's perspective of their needs by providing information and feedback to improve patient expectations. Currently, one of the focus areas is to enhance end-of-life care and improve health outcomes in the last years of life.</p> <p><u>Staffing changes</u></p> <p>Recruitment of new Reception Team Leader (Laura) and 3 new Receptionist Team members</p> <p>Since the last meeting there has been some staffing changes, and training reception team has been priority. CP reported that during his last telephone call that the member of staff did not state their name. VR to action.</p> <p>Clinical Pharmacist - Heena started 7.10.24 – working 3 days per week - Monday, Tuesday and Friday.</p> <p><u>Telephone – Soft Phone System</u></p> <p>Still problems with not being able to use Soft phone telephone system via laptops and computers due to ongoing network issues. This facility would be useful in an emergency situation and to assist with business continuity planning.</p> <p>From previous Friends and Family feedback. The Welcome message is too long and patients would like to reduce it down. Whilst patients are holding there will be different comfort message played this is to help promote campaigns such as NHS App, Accurx etc. JG to amend this on the telephone system</p> <p>Comfort message to be played whilst holding.</p> <p><u>NHS Appts</u></p> <p>Currently training up staff members to assist with NHS app and Ambassador training as previous postholder has left.</p> <p><u>Newsletter – Autumn version</u></p> <p>Copies were printed and handed out at the Flu Clinic on Saturday 5th October 24.</p> <p>5507 Newsletters are going out this week via Accurx – our messaging system. 281 patients have no recorded telephone number so the Reception Team are working on this list to update it, some patients of course reside in Nursing /Care Homes will form part of this list and Newsletters are going out to Nursing/Care Homes.</p> <p><u>Facebook Page</u></p> <p>A Facebook page has been set up but due to cookies etc there is a lot of housekeeping involved so that it has not gone live officially. JG to liaise with ICB Comms team to see if there is anything they can suggest to reduce the amount of junk postings. Initially we were looking at using this as a method for one-way</p>	<p>FYI</p> <p>JG</p> <p>FYI</p> <p>FYI</p> <p>JG/LU</p> <p>JG/LU</p>
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	communication to help support and promote any health campaigns. updated. Going forward Laura our new Team Leader is going to add content and monitor with the help of our ICB Colleague.	
6.	<p><u>Primary Care Network (PCN) Updates</u></p> <p><u>PCN Staffing</u></p> <p>New part time Cancer Care Co-ordinator commenced and also working as Ageing Health Co-ordinator role for the Primary Care Network. Speaks Punjabi and will be working at Whitmore Reans and Duncan Street.</p> <p>Jo Mangwana - Mental Health Nurse started and is placed in Surgeries within our Primary Care Network – working at Newbridge Thursday pm. Dealing with Severe Medical Illness cases and can prescribe medication.</p> <p>Meet the team event at East Park on 17th September. This was successful and patient engagement. The team will look at setting up more events like this across the Network.</p>	<p>FYI</p> <p>FYI</p>
7.	<p><u>Friends and Family Test</u></p> <p>September 96.6% - based on 487 responses</p> <p>October – 95.5% - based on 669 responses</p> <p>VR went through with the group the main findings and negative feedback received.</p>	<p>FYI</p>
8.	<u>Any Other Business</u>	
9.	<u>Date and Time of Next Meetings</u>	
	<p>Date of next meeting Thursday 9th January 2025 at 4:15 pm</p> <p>Next date(s)</p> <p>Tuesday 4th March 2025 at 4:15 pm</p> <p>Wednesday 7th May 2025 at 4:15 pm</p> <p>Thursday 10th July 2025 at 4:15 pm</p>	

Abbreviations used above:

PCN – Primary Care Network

ICB – Integrated Care Board

FYI – For your information

ALL – All to action

AGM – Annual General Meeting