

NEWBRIDGE SURGERY
PATIENT PARTICIPATION GROUP MEETING
MINUTES OF THE MEETING HELD ON
Tuesday 9 July 2024 at 4:15 pm

PRESENT

Patient Representatives: J Hancox, (JH) J Evans (JE), W Clements (WC), C Dymond (CD) P Boswell (PB), C Patel (CP), K Ong (KO)

Practice Representatives: V Roddie (VR), J Griffiths (JG)

		ACTION
1.	Welcome & Introductions All participants at the meeting introduced themselves.	
2.	Apologies for Absence – S Rutter (SR), D Scroop (DS), R Seivewright (RS); S Corbett (SC), R Ashwell (Vice Chair), J Horton (JH), G Luck (GL) D Luck (DL) Dr G Pickavance (GP)	
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.	JH
5.	Items from the Chair <u>Patient Choice</u> JH reminded the group for them to promote patient choice when referring for onward treatment. <u>ICB Feedback from Meeting Attendance</u> Chair reported that there had been no ICB meetings for her to feedback on. <u>Papercopies of Newsletter to be circulated – via Non-Digital Methods</u> JE obtained costs from a local leaflet distributor and costs were approx. £295 + VAT but it was recognised that the leaflet drop may include residents who are not registered at the surgery	JH JH
6.	Items from the Practice <u>Feedback from Dementia Day – Thursday 16th May 2024</u> Positive experiences from patients and from the PPG as they found the event really interesting. VR felt that although it was a drop in sessions but patients were waiting presentations from the relevant teams such as Admiral Nurse, Alzheimer’s and Health Coaches, and ICB. Consideration in future for mini presentations and rotate them around at specific times. The acoustic of the ground floor waiting room made it difficult to hear and patients were presenting themselves for appointments or queries at front reception counter and this made it difficult for the reception team to hear patient queries. VR thanked PPG for donations for their cakes and feedback. <u>NHS Appts</u> Self book appointments for those cohort of patients who have signed up for online	FYI FYI

	<p>services but who are not using it. Good successes and positive results. Appointments available on-line and Accurx sent out to patients. Few inappropriate bookings but these are checked prior to actual appointment.</p> <p><u>Newbridge Staffing</u> Staffing issues during the last 6 – 8 weeks coupled with holiday periods has made resources tighter than normal. As a result some ongoing project work on hold pending operational needs as priority has been to answer the telephones to assist access. Recruitment for replacement receptionist as member retiring later in the year.</p> <p>Clinical Pharmacist recruited to and this person will hold face to face appointments for medication reviews, and chronic disease management. Currently appointments available remotely but new person will start in Autumn.</p> <p><u>New telephone system</u> Still some ongoing issues with phone system being able to be used remotely as internal calls cannot be heard. This is due to a wider network issue at Wolverhampton Trust and other surgeries in other parts of the ICB such as Dudley or Sandwell do not have this issue with the same phone provider.</p> <p><u>Newsletter – Summer version</u> Thanked JH for documentation for PPG and JG will liaise with SR about a new autumn newsletter. Link to website and minutes of the PPG meeting.</p> <p><u>Facebook Page</u> JG met with Subject Matter Expert at ICB and has provisional set up a page and we are now looking at using this as a one way communication method to help support and promote any campaigns.</p> <p><u>FLU / RSV Vaccination Programme</u> For cohort of patients aged 75 – 79 and pregnant women. New programme of RSV vaccination from September 2024. Needs to be given at different times to that of Flu and Covid injections.</p> <p><u>GP Online Registration</u> Part of NHS digital plan and process to help patients register easier with a GP practice. In May 2024 we had 41 registrations by this method.</p> <p><u>Ticker Test</u> To assist with NHS Healthchecks set up by Public Health. System helps increase the number of NHS Healthchecks to be completed. Patients are identified and contacted to invite the patient to complete an online questionnaire. Once this has been completed patient is invited for a BP check and Point of Care Blood Test. Point of care blood tests can be done at any time during the day so afternoon appts can be utilised. Once these have been done the patients record is updated. This method will reduce appointment time from 30 minutes to 15 minutes.</p>	<p>FYI</p> <p>VR</p> <p>FYI</p> <p>JG / SR</p> <p>JG</p> <p>FYI</p> <p>VR</p> <p>FYI</p>
6.	<p><u>Primary Care Network (PCN) Updates</u></p> <p><u>PCN Staffing</u></p>	

	<p>Sam Jones (ANP) started 8.7.24 working across our PCN Care Homes.</p> <p>Mental Health Nurse due to start in due course, post will be a prescriber post and issue fit notes.</p> <p>Appointments with Mental Health Practitioners available across the PCN. First case of mental health issues, this team can help signpost and triage.</p> <p>Health Wellbeing Coaches (Anne Marie Cooper and John Walker) in post. This role is to help patients with any issue such as weight and healthy eating. JH would like a presentation from this team in due course. Appointments available across the PCN and can be booked in by reception staff. Primarily a telephone consultation but face to face appointments available.</p> <p><u>Programmes / Projects</u></p> <p>Sleep Station Programme – Self referral process for patients. Current project to look at cohort of patients who are on certain sleeping medication to see if they want to be considered for this programme.</p> <p>PCN looking at GP Automate to assist doctors with test results. Linking into prescription software. System currently being trailed in another local PCN in Wolverhampton with positive results.</p>	<p>FYI</p> <p>FYI</p> <p>FYI</p> <p>FYI</p> <p>FYI</p> <p>FYI</p>
7.	<p><u>Friends and Family Test</u></p> <p>May 2024 – 96.2% - based on 317 responses June 2024 - 97.1 % - (based on 370 responses)</p> <p>Display board in foyer with main themes. This was acknowledged as a good idea by JH. VR went through with the group the main findings and feedback received. Anonymous data so hard to follow up comments but it was suggested by JH that the form could direct patients to discuss their comments with the practice.</p>	<p>FYI</p>
8.	<p><u>Any Other Business</u></p> <p>Alzheimer's Café leaflet. Person was invited to this meeting to promote it but clashed with this PPG meeting date of the second Tuesday of the month. Copies of leaflet in foyer.</p> <p>JH received another quote by provider regarding leaflet drops to patients (no names, but to be delivered at a home address within catchment area) and quote was £2,000.</p> <p>JE reported she had given copies of Newsletter at Bridgnorth Pharmacy and Lloyds at Tettenhall Wood. JH has given copies at the library.</p>	<p>JG</p> <p>JH</p> <p>JE/JH</p>
9.	<p><u>Date and Time of Next Meetings</u></p> <p>AGM meeting Wednesday 11th September 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