

NEWBRIDGE SURGERY
PATIENT PARTICIPATION GROUP MEETING
MINUTES OF THE MEETING HELD ON
Thursday 9 January 2025 at 4:15 pm

PRESENT

Patient Representatives: J Hancox, (JH) R Ashwell (RA) J Evans (JE), C Dymond (CD) G Luck (GL); D Luck (DL) P Boswell (PB) P Hammond (PH)

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

		ACTION
1.	Welcome & Introductions All participants at the meeting introduced themselves. New member attended - P Hammond	
2.	Apologies for Absence – J Horton (JH), 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. Dr Pickavance updated the group that Social Prescribing team have a limited supply of iPhones if any member does not have IT access. 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. 32 Referrals from Newbridge Surgery. One of the PPG group said that they had been referred and the experience was a positive one with useful hints and tips.	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 – and is still awaiting a response. <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>Staffing changes</u> Recruitment of new Reception Team Leader (Laura) and 3 new Receptionist Team members. Staff training reception team continues to be priority. <u>Telephone – Soft Phone System</u> Still problems with not being able to use Soft phone telephone system via laptops	FYI

	<p>and computers due to ongoing network security issues. This facility would be useful in an emergency situation and to assist with business continuity planning.</p> <p>Welcome message on telephone system has been reduced as per feedback. Comfort message to be played whilst holding.</p> <p><u>NHS App Appts</u> Currently training up staff members to assist with NHS app and Ambassador training to replace previous postholder.</p> <p><u>Facebook Page</u> A new Facebook page has been set up and is now live. This is an information and promotional campaign system and does not accept inward messages. Newbridge Surgery.</p> <p><u>GP Automate</u> Newbridge Surgery are currently trialling this system for 1 month and this expires end of this month. The aim of this is to help reduce some of the Drs administrative workload. Normal results are automatically filed and communication is sent out to the patient to notify them of their result. If patients have not signed up for automatic notifications then the Automate system sends it back to the Dr to notify the patient. There is a good safety netting feature within this system. Any pre-diabetic situations, the system will provide guidance and leaflets to assist the patient help reduce this. If Patient's Vitamin D is low the system will send message to go the Chemist. If normal blood count but previous result reduced by 10% then the system will flag this to see if anything has been missed. System is being used by other Primary Care Networks with good feedback.</p> <p><u>Stats for Newbridge Appointments</u> JH wanted to see stats for F2F appointments and Telephone appointments and DNA's. DNA's quite low comparably. The Group were shown statistics from EMIS web system some of the "not booked slots" include Bookable by Clinician only slots and Pharmacist slots which may affect total figures and not a true representation due to the mapping of the appointment system.</p>	<p>FYI</p> <p>VR</p> <p>VR</p> <p>FYI</p> <p>FYI</p>
6.	<p><u>Primary Care Network (PCN) Updates</u></p> <p><u>PCN Staffing</u></p> <p>Meet the team event at Newhampton Arts Centre on Wednesday 15th January 2025 from 9:30 am – 2:30 pm. Patient engagement event to promote the extended clinical team across our PCN. 2 PPG volunteered to assist and attend the event.</p>	<p>FYI</p>
7.	<p><u>Friends and Family Test</u></p> <p>December 2024 – 97.3% based on 340 responses November 2024 – 95.5% based on 401 responses</p> <p>VR went through with the group the main findings and negative feedback received.</p>	<p>FYI</p>

8.	Any Other Business	
	<p>One of the Group members raised about the acoustics in reception waiting area. As some glass windows can deflect background noise. VR to look into this.</p> <p>Some Group members don't like the glass surrounding the front reception area but there needs to be some type of protection for staff working there.</p> <p>Patient call in system plays background music to try and deflect noise / conversations due to the flooring and not having any</p> <p>Live Well – Smoking Cessation Service promoted via Health Coaches. Available for patients who live in Wolverhampton.</p>	
9.	Date and Time of Next Meetings	
	<p>Date of next meeting - Tuesday 4th March 2025 at 4:15 pm</p> <p>Future date(s) Wednesday 7th May 2025 at 4:15 pm 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