

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

PRESENT

Patient Representatives: J Hancox, (JH) R Ashwell (Vice Chair), J Evans (JE), W Clements (WC), J Horton (JH), G Luck (GL) D Luck (DL) C Dymond (CD)

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

		ACTION
1.	<p>Welcome & Introductions</p> <p>All participants at the meeting introduced themselves.</p>	
2.	<p>Apologies for Absence – S Rutter (SR), D Scroop (DS), R Seivewright (RS); S Corbett (SC),</p>	
3.	<p>Minutes of the last meeting – Agreed as a true record</p>	
4.	<p>Matters Arising –</p> <p>Carried forward - JH originally asked the group to think about how the group can communicate to those patients who do not have internet access, so that they are updated on practice updates.</p> <p>SC / JE and JH met on 7.5.24 to discuss this in a separate spin off group. JH would like to reach out to more diverse, younger and ethnic patients.</p> <p>The spin off group discussed ideas to reach out to other patients who are not accessible via mobile or email.</p> <p>Ideas such as taking extra copies of the newsletter to the Dementia day, distributing it via libraries, local pharmacies within area, and supermarkets. Copies to go to local mother and toddler groups.</p> <p>The spin off group discussed members of the PPG contacting patients to update their email addresses or they elect another family member's email address, however concerns from the PPG group in regard to Information Governance compliance and if an email address is added to a patient record then referrals or sensitive information could be shared to this email and this may not be appropriate. It is recognised that this a very difficult situation but any suggestions welcomed by all group members.</p> <p>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.</p> <p>Opportunities could present themselves at Dementia open day or Flu Clinics to promote interest and then we know we are targeting our own patients.</p> <p>VR reported that reception staff reviewing opportunistically and also ringing patients where there is no mobile telephone on their medical record or email.</p>	<p>ALL</p> <p>SC / JE/ RA / JH</p> <p>ALL</p> <p>ALL</p> <p>FYI</p> <p>FYI</p> <p>VR</p>

	<p>Some elderly patients reported that they do not have a mobile phone and do not wish to have an email address added. 281 patients have a missing mobile telephone on their medical record – ongoing piece of work. Actions to attempt to decrease this number but consideration to above where some patients do not wish a mobile phone to be assigned to their record.</p> <p>Safer Surgery sign up pending – awaiting training for the Practice. Surgery to be proud safe surgery for everyone in the community. Taking steps to ensure that everyone in our community may fulfil their entitlement to quality healthcare. JH to be sent further information on this national scheme.</p>	VR/JH
5.	<p>Items from the Chair</p> <p>Chair reported that she had met other PPG Chairs at another local surgery to review their experiences with patients in order to gain some shared learning. JH shared that the experience was interesting but there was a lack of information for patients and insufficient meeting room space, with some staff not aware of appointments across the Primary Care Network (PCN).</p> <p>JH was unaware of the change in the GP contract and no longer required to work Bank Holidays. This changed on 1.10.2023 with the requirement to fulfil a longer Saturday across the PCN but we are no longer required to work Sundays. JH raised a concern regarding the experiences for 111 services and then the overflow to the A&E service.</p>	JH
6.	<p>Items from the Practice</p> <p><u>Drop in sessions for NHS App</u> Previously attempted drop in sessions held first Thursday of each month. Few patients signing up for this but now looking at a booking in system with patients being contacted.</p> <p>Now attempting to promote this via self book with patients who can book into an admin clinic with the NHS champion / Ambassador (Alison Inns).</p> <p><u>IPAD support from Black Country Connected</u> CP on the PPG group volunteered at last meeting to be referred for support for internet connection and can feedback his experience. Dr Pickavance has referred CP but he was not at the meeting to report his experience back.</p> <p><u>New telephone system</u> Quick overview of stats following bank holiday on Tuesday 7th May whereby 132 calls received in the morning and 65 in the afternoon with no dropped calls (Total 197) calls and a maximum of 3 minute wait. VR reported that where we can we bolster up staffing on busy days to assist with answering telephone calls.</p> <p>Newsletter – Summer version Thanked SR for the graphics and details and JG asked the PPG to write something for the next newsletter for the Summer issue.</p> <p>Website – www.newbridgesurgerywolverhampton.nhs.uk</p>	<p>FYI</p> <p>FYI</p> <p>FYI</p> <p>FYI</p> <p>ALL</p>

	<p>To gain any feedback as to the website navigation and content so that this can be tweaked as appropriate. A banner has been included to gain feedback from the user but as yet awaiting for comments to be received by patients. Website is fully compliant – ongoing</p> <p>Safer Surgery sign up pending – awaiting training for the Practice. Surgery to be proud safe surgery for everyone in the community. Taking steps to ensure that everyone in our community may fulfil their entitlement to quality healthcare.</p> <p><u>Newbridge Staffing</u> Locum Nurse working on a Saturday at Newbridge Surgery employed from another local practice within PCN. Additional nurse appointments available on a Saturday.</p> <p><u>Dementia Awareness Session on Thursday 16th May 2024</u> PPG members volunteered and JG had invited targeted cohort of patients and carers. Admiral Nurses to be in attendance and Alzheimer's support. Cancer support team and Health and Wellbeing Coaches in attendance too.</p> <p>Tea and Coffee available and PPG asked to forward in donated cakes or similar.</p> <p><u>Facebook Page</u> JG looking at one way communication method. JG to meet with subject matter expert to discuss this asap.</p>	<p>VR</p> <p>JG / SR</p> <p>FYI</p> <p>FYI</p> <p>ALL</p> <p>JG</p>
6.	<p><u>Primary Care Network (PCN) Updates</u></p> <p>Ageing Co-ordinator role – Looking at frailty and help and support for patients including any adaptations required.</p> <p><u>PCN Staffing</u></p> <p>Health Wellbeing Coach commenced post (Anne Marie Cooper). She will support other colleague for patient sessions such as weight and healthy eating.</p> <p>Interim Locum Advanced Nurse Practitioner (ANHP) to commence whilst ANP recruitment for Care Homes across our PCN.</p> <p>Brogan Edwards commenced as Mental Health Practitioner working across the PCN.</p> <p>Looking at recruiting a more experienced Mental Health Nurse practitioner to assist with this service provision.</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>March 2024 – 96% April 2024 – 95.3%</p> <p>VR went through with the group the main findings and feedback received. Customer Care training for reception staff and discussion about this role.</p>	<p>FYI</p>
8.	<p><u>Any Other Business</u></p> <p>None discussed</p>	
9.	<p><u>Date and Time of Next Meetings</u></p>	

Tuesday 9 th July 2024 @ 4:15 pm	
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AGM in September	
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Abbreviations used above:

PCN – Primary Care Network

ICB – Integrated Care Board

FYI – For your information

ALL – All to action

AGM – Annual General Meeting

DRAFT