

**NEWBRIDGE SURGERY
PATIENT PARTICIPATION GROUP MEETING
MINUTES OF THE MEETING HELD ON
Tuesday 4 March 2025 at 4:15 pm**

PRESENT

Patient Representatives: J Hancox, (JH) R Ashwell (RA) J Evans (JE), CG Luck (GL); D Luck (DL)
P Boswell (PB) A Burton (AB) D Scoop (DS)

Practice Representatives: V Roddie (VR), L Ullah (LU) part

| | | ACTION |
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| 1. | Welcome & Introductions All participants at the meeting introduced themselves. - | |
| 2. | Apologies for Absence – C Dymond (CP), K Ong (KO) 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. Sleep station referrals continue to increase and be promoted across the PCN. Patients can self-refer, in addition this is advertised on our website and promoted by Health Coaches. | JH 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. Stacey from Healthwatch will come to a forthcoming meeting on 10 July 2025. <u>ICB Feedback from Meeting Attendance</u> Chair reported that there had been no ICB meetings for her to feedback on. <u>PCN Event</u> JH attended the meet the team event on 15 January 2025 and was concerned that it was not as organised as it could have been. JH stated that Newbridge Surgery was represented well. JH stated that the stands had a lack of information on them and that Representatives were not aware of what a PPG is. Exception was the Breast Cancer table which was very good display of information. <u>Cancer Day Event – 4 February 2025</u> JH attended as it was advertised on local BBC news as event in Wolverhampton Town Centre. JH attended it and there were nurses and dermatology specialists in attendance. From the event JH was referred for an appointment and JH has had a procedure completed which was a positive patient experience. | JH JH JH JH |

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| <p>6.</p> | <p><u>Items from the Practice</u></p> <p><u>Staffing changes</u></p> <p>Recruitment of new Reception Team Leader (Laura) and 3 new Receptionist Team members. Ongoing staff training for reception team continues to be a priority.</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 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. Message has been reduced but when choosing option for Prescriptions a message plays to state Jhoots is a separate business as they have had problems with their phone lines and patients ringing the surgery to ask Practice to pass messages on.</p> <p><u>NHS App Appts</u></p> <p>Currently training up staff members to assist with NHS app and Ambassador training to replace previous postholder. Previously we had sessions on our appointment book for patients to attend. The previously held drop-in sessions was not really working as unsure of what the demand would be on the day and could only be a Thursday pm due to providing enough room space.</p> <p>PPG would like a separate meeting for the promotion of the NHS app, so that PPG can help promote it in Practice and provide support to help encourage it. This will have to be spin off group as next meeting is in May 2025.</p> <p><u>Facebook Page</u></p> <p>This continues to be promoted and has regular updates including NHS app and Awareness Campaigns.</p> <p><u>GP Automate</u></p> <p>Following the trial of 1 month in January, Newbridge Surgery has signed up for this service for 12 months. 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>Pharmacy First Scheme</u></p> <p>Brief overview of Pharmacy First which was an amended from Community Pharmacy Referral Scheme – 7 Clinical Pathways some patient exemptions:</p> | <p>FYI</p> <p>FYI</p> <p>VR</p> <p>FYI</p> <p>FYI</p> |
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| | <p>UTI - women aged 16 to 64 years , Shingles, Impetigo, Infected Insect Bites, Acute Sore Throat, Acute Sinusitis, Acute Otitis Media (middle ear)</p> <p>To be offered and used appointments have been used. Patient is referred to their nominated pharmacy if patient is permitted to do via going through series of questions such as 111.</p> <p>Local Pharmacies have signed up for the scheme such as Jhoots, Millstream, Newbridge, Lower Green pharmacies.</p> <p><u>Other Services Available</u> Pharmacy BP Clinic Check Pharmacy Ambulatory BP check Pharmacy First – formerly Minor Illness Scheme Referral to Pharmacy for Contraception Service</p> <p><u>Advice and Guidance (A&G)</u> Advice and Guidance is a service that GPs can use to ask for advice from a specialist without making a full referral. This is part of the E-Referral system and following A&G a referral can still be requested.</p> <p>PPG wanted to know how many referrals have been made by the Practice and with what timelines. VR to liaise with clinical team.</p> <p>Womens Health Event at Molineux held on 27.2.25 - Dr Pickavance and Dr Ibekwe attended</p> | <p>FYI</p> <p>FYI</p> <p>FYI</p> |
| 6. | <p><u>Primary Care Network (PCN) Updates</u></p> <p><u>PCN Event</u></p> <p>Following on From Meet The Team Event - Health Coaches / Diabetic nurses proposing to do a similar event and alternate around the sites for our PCN.</p> | <p>FYI</p> |
| 7. | <p><u>Friends and Family Test</u></p> <p>February 97.3 % based on 381 responses</p> <p>January 97.7% based on 409 responses</p> <p>VR went through with the group the main findings and any negative / constructive feedback received.</p> | <p>FYI</p> |

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| 8. | Any Other Business | |
| | JH asked if the practice are contacting over 70 year olds as part of health campaign? VR to find out. | VR |
| | JH asked if the Healthwatch questionnaire can be shared across practice. | VR |
| | Veterans questionnaire was sent to all Practice patients not just Veterans. | FYI |
| 9. | Date and Time of Next Meetings | |
| | Date of next meeting - Wednesday 7th May 2025 at 4:15 pm | |
| | Future date(s) Thursday 10th July 2025 at 4:15 pm | |

Abbreviations used above:

PPG – Patient Participation Group

PCN – Primary Care Network

ICB – Integrated Care Board

FYI – For your information

ALL – All to action

AGM – Annual General Meeting

EMIS – name of the GP Clinical System