NEWBRIDGE SURGERY
PATIENT PARTICIPATION GROUP MEETING
MINUTES OF THE ANNUAL GENERAL MEETING HELD ON
Thursday 10 September 2026

PRESENT

Patient Representatives: J Hancox, (JH) J Evans (JE),) C Dymond (CD), D Hayes (DH) C Patel (CP), R Ashwell (RA), H Singh Surj (HSS)) D Scroop (DS) K Ong (KO)

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

		ACTION
1.	**Welcome & Introductions** All participants at the meeting introduced themselves.	
2.	**Apologies for Absence** – B Pickering; P Boswell (PB	
3.	**Minutes of the last AGM meeting**	
4.	**Practice and Chairpersons Report for PPG –** discussed	
5.	**Voting for new AGM members for 26 – 27 and elections as follows:** **Chair person – Jean Hancox** **Seconded by all group members** **Vice Chair Person – Richard Ashwell** **Seconded by all group members** **Secretary role –** No nominations so Practice Administration will do this **Social Media role –** No nominations so Practice Administration will do this	
6.	**Terms of Reference –** Document discussed and Group decided to retain the same wording as per last year. HSS suggested Compton Hospice to come to inform patients what other support they offer.	Agreed
7.	**<u>Friends and Family Test</u>** "You said we did" poster displayed to address reoccurring themes Notice displayed in reception foyer with comments both positive and negative August 97.2% based on 286 responses July 95.5% based on 361 responses Brief discussion on findings of results.	FYI
8.	**<u>Any other Business</u>** <u>Items from the Practice</u> <u>Disclaimer document for PPG members</u> This was shared at our previous meeting in July. Members that attended today's meeting were asked and signed. All agreed to sign.	FYI

	New Telephone System – Feedback No issues or concerns were raising in regard to the new telephone system.	FYI
	Staffing Update	
	Dr Osigwe – Salaried GP starting in September – 1 session per week Dr Ibrahim – Salaried GP starting in October – 2 sessions per week	FYI
	Janice Griffiths leaving the Practice and promoted to Practice Manager at another Practice. The group wished her well and to express thanks for help and support for the group.	FYI
	Laura will take on Practice Co-ordinator role and backfill for Reception Team Leader. Group would like to meet other staff in this forum.	FYI
	Dr Pickavance informed the group that she will be leaving end of April 2027.	FYI
	New GP Registrar has started this week – Dr Jamshed	FYI
	Consent for RSV / Flu vaccines have changed this year as result of Covid enquiry and only a prescriber should obtain the consent. Message sent out this week and patients ringing in to book in for flu vaccine but consent needs to be obtained first and then a booking link will be sent to book in patients. Otherwise Nurse will need to obtain consent and to book patients in.	FYI
	Patient Led Ordering Repeat prescription medication changes are being implemented from ICB which will impact on Community Pharmacists as these teams can no longer order mediation on behalf of the patient.	FYI
	Patient ideally needs to use the NHS app, or email the surgery or complete a form and drop off in surgery to request their medication. A considerable amount of patients use the NHS app. Vulnerable patients can still be requested via Community Pharmacy. This is an ongoing project and some pharmacists such as Millstream are no longer ordering on behalf of the patient, which is increasing telephone calls into the practice. The Practice cannot take medication requests over the telephone so are having to navigate patients either through the NHS app or email or drop off their requests. Communications will be sent out to all patients.	FYI
	Flu Clinics Saturday 3 October 2026 - Please liaise with Jean regarding PPG attendance rota for this clinic	FYI
	PCN Update Health Event on 21 October 2026 10:00 am – 3 Pm at Wolverhampton Arts Centre (formerly Newhampton Arts Centre) Dunkley Street, Wolverhampton WV1 4AN. Communication is to be sent out in regard to this. PPG to have a table at this event to promote PPG's across the PCN. Other provides will be in attendance such as	FYI
	New Cancer Care Co-ordinator started and working with Esmin	FYI

	Dr Pickavance updated the group with ongoing projects, such as across the PCN, such as Smear project and need to increase this across the PCN. Smear bus will be going out in Wolverhampton in October / November to promote this. Recovery Near You clinics and also scanning of liver to help see any potential damage and to help promote health and wellbeing.	
	JH asked if any PPG group members can circulate the latest newsletter to local pharmacies.	JH
	JH asked if practice will fund NAPP membership and VR to look into this as we are on their circulation list.	VR
9.	**Date and Time of Next Meetings**	
	The group was asked about future meetings and retaining the current alternate days Tuesday, Wednesday, Thursday **<u>Future PPG meetings</u>** Tuesday 3 November 2026 at 4:15 pm Wednesday 6 January 2027 at 4:15 pm Thursday 11 March 2027 at 4:15 pm Tuesday 11 May 2027 at 4:15 pm Wednesday 7 July 2027 at 4:15 pm **AGM Thursday 9 September 2027 at 4:15 pm** Meeting closed at 5:45 pm	

<u>Abbreviations used above:</u>
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
ARRS – Additional Roles Reimbursement Scheme
RSV – Respiratory Syncytial Virus
FFT – Friends and Family Test
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