NEWBRIDGE SURGERY

PATIENT PARTICIPATION GROUP MEETING

DRAFT MINUTES OF THE MEETING HELD ON

Thursday 9th November at 4:15 pm

PRESENT

Patient Representatives: R Ashwell (Vice Chair), C Dymond (CD), J Evans (JE), J Horton (JH), D Sahota (DS)

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

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|  |  | **ACTION** |
| 1. | **Welcome & Introductions**  New member D Sahota interested in joining the group. |  |
| 2. | **Apologies for Absence** – L James, D Scroop, J Hancox, P Boswell, K Ong, A Burton, S Corbett |  |
| 3. | **Minutes of the last meeting –**  Agreed as a true record |  |
| 4. | **Matters Arising –**  JH 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. – Roll over to next meeting.  75 Years of the NHS - Roll over to next meeting  **Newsletter – to discuss at next meeting**  At the last meeting JH asked for costings for newsletter to be sent to patients who do not have an email address.  Costings for second class postage (to 2637 patients not signed up) the total costs of envelope and paper and postage costs equates to £1,868.31 | ALL |
| 5. | **Items from the Chair**  Chair was not at the meeting and sent apologies. Vice Chair deputising at meeting. |  |
| 6. | **Items from the Practice**  **Drop in sessions for NHS App**  Drop in sessions held first Thursday of each month.  Attempting to promote this via drop in sessions or if patients want to book in and speak with NHS champion Alison Inns to arrange an appointment.  **New telephone system,**  Snagging issues resolved.  VR asked group to feedback as to their experiences and if there needs to be any tweaks to the system.  **Website –** [**www.newbridgesurgerywolverhampton.nhs.uk**](http://www.newbridgesurgerywolverhampton.nhs.uk)  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.  **Newbridge / PCN Staffing**  Thomas Nkwanyo to replace Jade Faid as Mental Health Practitioner. These appointments are referred in from the doctor and they act as a triage to navigate to appropriate mental health support. Healthy Minds referrals are taking a long time to process due to the demands on their services.  Mandy Brettell newly appointed as Health and Wellbeing Coach  Both above have appointments across the PCN for Wolverhampton Total Health patients.  **Flu Clinics**  7th October 2023 main clinic undertaken for over 65’s and some under 65’s. Clinic went well. Other smaller clinics held in surgery. 692/1222 over 65’s at surgery 239/1222 at pharmacy, 64 declined. Target under 65’s. Child Flu Nasal Flu 2-3 yr olds held.  **Walking Group**  Poster to be circulated to promote walking group by WV4 5PX. QR code poster attached.  **Smoking Cessation**  Clinics to be set up in December 2023  **PSA Blood Clinics**  Project set up for PSA blood clinics for males to detect prostrate cancer | FYI  ALL  ALL  FYI |
| 6. | **Primary Care Network (PCN) Updates**  Brief Presentation from Emma Sharman and Tracey Jones from ICB in regard to Geobook which is a laptop item available for patients who are eligible as they do not have their own connection or item, and do not have skills us use it. They can be referred by PPG group or practice staff. The laptop is loaned to the patient for 3 months if they can get online and access their healthcare record and appointments, explore education and employment opportunities, shopping or banking, stay connected through social media and email.  Currently 1650 laptops available and the referral process can take 6 weeks.  IT support available to help patients get set up and then reviewed after 3 months.  Copy of leaflet attached. | FYI |

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| 7. | **Friends and Family Test**  October results 95.6% went through October comments and are mostly positive with a few negative comments which will be put on an action list for improvements.  Collated Manual and electronic correspondence is as follows:  January 2023 = 96%  February 2023 = 95.8%  March 2023 – 97.5%  April 2023 – 93.2% (new AccuRx system introduced)  May 2023 – 97.3%  June 2023 97.8%  July 2023 - 96.2%  August 2023 – 97.5%  September 96.9% |  |
| 8. | **Any Other Business** |  |
|  | Over 50’s friendship group information provided by Mr and Mrs Luck to promote membership or attendance at wide spectrum of events held. Poster attached to promote across PPG and Practice. |  |
| 9. | **Date and Time of Next Meetings** |  |
|  | **Tuesday 9th January 2024 at 4:15 pm**  **Further dates to be sent to Chair for confirmation.** |  |