NEWBRIDGE SURGERY PATIENT PARTICIPATION GROUP MEETING MINUTES OF THE MEETING HELD ON MONDAY 14 NOVEMBER 2022

PRESENT

Patient Representatives: J Hancox (Chair), R Ashwell (Vice Chair) S Corbett (SC), C Patel (CP), L James (LP), J Horton (JHo), C Dymond (CD), W Clements (WC), K Morris (KM), D Luck (DL), G Luck (GL), J Westlake (JW), D Scoop (DS)

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

		ACTION
1	Welcome & Introductions – there were lots of new members at this November meeting following the promotions used at recent Flu Clinics and the NHS Tea Party held on 12.9.2022, therefore everyone around the table introduced themselves. New members were welcomed by the Chair.	
2	Apologies for Absence – B Pickering, J Evans, L Etherington	
3	Minutes of the last meeting –	Agreed
	Terms of Reference – Agreed JW asked about the quorum previously and JH responded that it may need to be reviewed in the future depending on the number of patients who attend regular meetings. Agreed as a true and accurate record	
4	Matters Arising –	
	GP/JH asked the group to think about what health campaigns they wish to help promote and media to help promote these such as sexual health, and consider using facebook or newsletters to promote this. Possibly need volunteers to circulate the newsletter across the area with using pharmacy and library.	ALL
	Newsletter JH asked for volunteers to come forward to assist with compiling and distributing a Newsletter. JH wants to know how information is communicated to patients who do not have access to IT as they might miss out on important information. Potentially volunteers to put up hard copies of newsletter in libraries or shops etc.	ALL
5	Networks JH discussed the Network and across our Primary Care Network, patients have the option to go to other surgeries for appointments (East Park, Duncan Street, Tudor Road, Whitmore Reans)	
	There is an allocation of funds and Primary Care Network (PCNM) has recruited 5 Physician Associates, and also additional staff for Pharmacy team. PCN have been able to share resources across practices with a Mental Health Practitioner. Physician Associates to be trained in sexual health for implant and coil fitting and other specialist services over the next 6 – 12 months.	
	PPG meetings are a NHS contractual requirement for the Practice. As Chair JH and Vice Chair RA will attend other meetings to share information across	

other practices, other forums and this forum.

NHS App

JH attended a session for accessing the NHS App but was concerned at the process involved. JH also concerned that patients may not have access to these systems. Family members may need to be used to assist and it was discussed about arranging a drop in clinic to set up staff. VR to liaise with ICB IT team to see if there can be some drop in clinics for Newbridge. JW also offered to assist with getting patients online if needed.

VR to contact ICB

Patients originally used the NHS App when it was required for covid vaccine passports so they could access their medical records, etc.

A number of patients had used this online facility to book in for the flu and covid clinics at Newbridge by utilising their online access to make the appointment.

New patients also can use the website to register for the surgery (need to confirm that patient is in our practice area). Our website contains updated information.

Joint Covid and Flu Clinics held in October and November 2022 – mostly available on line so patients or family members can book these

Locum Nurse doing care homes and housebounds across the PCN so as to not impact core nursing appointments

Saturday opening – Extended Access from 1 October 2022

1st Saturday – Whitmore Reans and our Health Care Assistant (HCA's) performing NHS Healthchecks as a health campaign.

 2^{nd} and 3^{rd} Saturday open 9 am – 5 pm (1 GP, Diabetic Nurse, and Physio, 1 ANP, 1 Nurse and HCA for bloods)

4th Saturday – 8 am – 2 pm with Locum Doctor with Diabetic Nurse, Physio and 1 HCA for bloods)

Sunday GP Access - East Park

From 4th December until 31 March 2023

9:00 am – 1:00 pm Sunday appointments available at East Park Medical Practice (one GP and Nurse or HCA)

Bank Holiday

Monday 26 and Tuesday 27 December opening on behalf of PCN and open for face to face appointments. Some will be bookable in advance with embargo until the day and when you need to phone up or book them online.

Staffing

New additional physio staff due to start to work in addition to Kiranjit Bhullar

New x2 reception staff joined the practice, Alison and Lesley have joined the practice and have a wealth of previous GP practice experience.

New systems at the Practice - Telephone system project - including or recording and better phone system with use of headphones New patient calling system to be introduced – Envisage previously Jasystem New patient check in system – still awaiting for this to work – Engage System previously Jayex system Digitisation of Lloyd George records Accelerated access to GP held patient records – originally 1.11.22 businvolved and deferred until end of November. The changes NHS England has planned are to be effective November 2022 and enable all patients over the age of automatically have prospective (future) access to all medical held electronically in GP systems, including consultations, doc (sent and received), problem headings, lab results, immunisation free text entries.	from 1 16 to records uments ons and
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Accelerated access to GP-held patient records guidance (bma.org.uk 7 Friends and Family Test	
Paper copies have been re-introduced and look to move these to a magnetic prominent position and near to the patient check in if possible. Commare included on this method but on the MJOG system there is no composition. VR showed group an extract of how information is collated electronic. Group would like a further breakdown of comments of results.	nents nments
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January 2022	93.5%
February 2022	95.9%
March 2022	95.26%
April 2022	96%
May 2022	95.26%
June 2022	92.5%
July 2022	92%
August 2022	96.2%
September 2022	92%
October 2022	97%
November 2022	
December 2022	
8. Any Other Business	
Tea Party on 12 September was a great success and enjoyed by all. pounds raised from cake sale, refreshments and raffle and sent to Nh Charities. Thank you to all those contributed and supported the even was a great success and enjoyed by all.	HS
JW gave the practice a poster to promote a health campaign event of November 2022.	n 27

	Look to look at social prescriber to attend a future meeting to discuss their role and how they can assist navigate patients. Query regarding what support patients have with travel arrangements if they have temporarily lost their driving licence due to illness.	VR
	Two new patients said that this practice was so much better than their previous one and appointments available on the day to be booked in.	
	Neighbour practice of Dr Whitehouse retiring and patients to access West Park Surgery.	
9.	Date and Time of Next Meeting	
	Wednesday 11 January 2023 at 4:00 pm	
	Dates of future meetings will be confirmed at next meeting	