

**NEWBRIDGE SURGERY**  
**PATIENT PARTICIPATION GROUP MEETING**  
**MINUTES OF THE MEETING HELD ON**  
**Wednesday 20 March 2024 at 4:15 pm**

**PRESENT**

Patient Representatives: J Hancox, (JH) R Ashwell (Vice Chair), J Evans (JE), P Boswell (PB), W Clement (WC), C Patel (CP), R Seivewright (RS); S Corbett (SC), J Horton (JH), D Scroop (DS), C Patel (CP)

Practice Representatives: Dr G Pickavance (GP), V Roddie (VR), A Inns (AI)

		<b>ACTION</b>
1.	<b>Welcome &amp; Introductions</b>  All participants introduced themselves at the meeting.	
2.	<b>Apologies for Absence</b> – S Rutter (SR), J Griffiths (JG), G Luck (GL)	
3.	<b>Minutes of the last meeting –</b> Agreed as a true record	
4.	<b>Matters Arising –</b>  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.  SC and JE agreed to meet as a sub group with Chair and Vice Chair to discuss this in a separate spin off group. JH would like to reach out to more diverse, younger and ethnic patients.  VR reported that 80% of the patient population had English as a first or second language. 550 patients first or second language is not English. Consideration to focus on this cohort of patients to ascertain their preferred language.  At Newbridge Surgery when patients are registered they are asked for their main language spoken and if a translator is required. Few translators required at the surgery but not as many as other practices. Family members normally assist with translating if required.  VR reported that since the last meeting reception staff reviewing opportunistically and also ringing patients where there is no mobile telephone on their medical record or email. Some patients reporting 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. Actions to attempt to decrease this number but consideration to those where some patients do not wish a mobile phone to be assigned to their record.  Dr Pickavance to look at another system via public health to ascertain if we can find the information that is requested by the PPG group.  Hardcopies of Friends and Family now include Punjabi language.	ALL   SC / JE/ RA / JH  FYI  FYI  FYI  FYI  FYI



	<p>specialist clinicians such as physician associate, physios, social prescribers.</p> <p>Dr Pickavance verbally went through the findings of the internal audit. On the whole the audit was a positive experience and where possibly patients should have been signposted to the physio or other specialist clinicians this was because there was a legitimate reason such as on annual leave and the patient required an appointment earlier as it was not appropriate to wait for clinician to return.</p> <p>Continuity of Care – Need to consider fair modes of access for all patients so that online users are not disadvantaging non-online users. Newbridge Surgery are putting on self-book appointments and this has been used for Smears with the nurse and this has been successful.</p> <p>Patients who were being booked in with GP Assistant role and from feedback we have had to change the title back to Health Care Assistant as some patients were booked in for inappropriate clinical treatment.</p> <p>Self-books then help to free up telephone lines for those patients to ring into the surgery to speak to a reception team member if they do not have online access and cannot book appointments.</p> <p>PSA Bloods – Pilot project for men over the age of 50 and self-book and inviting patients to book a PSA blood test. 550 patients booked a blood test and this diagnosed 9 Cancers that may have not been picked up.</p> <p>Dr Pickavance explained about the concepts of Online Triage and how we use it at Newbridge Surgery. Other surgeries may use a Total Online Triage but we have not done that.</p> <p>To consider how to assist vulnerable groups and consideration of Voice to Text for deaf patients and this sends a message to the patient.</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>Closure on Good Friday and Easter Monday. Also the Saturday is the 5<sup>th</sup> Saturday so Newbridge is closed and East Park will be open for doctor consultation.</p> <p><b><u>Newbridge Staffing</u></b></p> <p>No updates</p>	<p>FYI</p> <p>FYI</p> <p>FYI</p> <p>FYI</p> <p>FYI</p> <p>FYI</p> <p>VR</p> <p>FYI</p>
6.	<p><b><u>Primary Care Network (PCN) Updates</u></b></p> <p>Long term conditions management – Looking across the PCN to have Dementia Connect, sessions for Admiral Nurses, and National Diabetes campaigns. Chat and Learn sessions and this have been set up across the PCN and some in dedicated languages such as Punjabi.</p> <p>Cancer Care Co-ordinator role helping to support the patient, attending appointments, and also signposting to Macmillan. Consideration to increase this</p>	<p>FYI</p>

	<p>role. Updating noticeboards to reflect themes of awareness for cancer such as Ovarian cancer and brain cancer.</p> <p>Ageing Co-ordinator role – Looking at frailty and help and support for patients including any adaptations required.</p> <p><b><u>PCN Staffing</u></b></p> <p>Health Wellbeing Coach to commence mid April (Anne Marie Cooper) who has worked in the role previously and able to do patient group work sessions across the PCN. When in role support sessions for patients such as weight and healthy eating.</p> <p>New nurse commissioned for Saturdays at Newbridge Surgery.</p>	<p>FYI</p> <p>FYI</p> <p>FYI</p>
7.	<p><b><u>Friends and Family Test</u></b></p> <p>January 2024 – 97.2%</p> <p>February 2024 – 95.3%</p> <p>VR went through with the group the main findings and feedback received</p>	
8.	<p><b><u>Any Other Business</u></b></p> <p>None discussed</p>	
9.	<p><b><u>Date and Time of Next Meetings</u></b></p> <p>Thursday 9<sup>th</sup> May 2024 @ 4:15 pm</p> <p>Tuesday 9<sup>th</sup> July 2024 @ 4:15 pm</p> <p>AGM in September</p>	

Abbreviations used above:

PCN – Primary Care Network  
ICB – Integrated Care Board  
FYI – For your information  
ALL – All to action