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)

		ACTION
1.	Welcome & Introductions	
	All participants introduced themselves at the meeting.	
2.	Apologies for Absence – S Rutter (SR), J Griffiths (JG), G Luck (GL)	
3.	Minutes of the last meeting – Agreed as a true record	
4.	Matters Arising –	
	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.	ALL
	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.	SC / JE/ RA / JH
	VR reported that 80% of the patient population had English has a first for second language. 550 patients first or second language is not English. Consideration to focus on this cohort of patients to ascertain their preferred language.	FYI
	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.	FYI
	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.	FYI
	281 patients have a missing mobile telephone on their medical record. Actions to attempt to decrease this number but consideration to above where some patients do not wish a mobile phone to be assigned to their record.	FYI
	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.	FYI
	Hardcopies of Friends and Family now include Punjabi language.	FYI

5.	Items from the Chair	
0.	There has been no Chair's ICB meeting to attend and that it has gone quiet, so JH can't report anything back.	JG / SR
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 a separate appointment, does not need to be on the first Thursday of each month.	FYI
	PB reported that he had a positive experience from the NHS app and can see all appointments and choice of doctor and dates.	FYI
	IPAD support from Black Country Connected	
	Discussed this again as scheme has been extended beyond March 2024. CP on the PPG group has volunteered to be referred for support for internet connection and can feedback his experience. Dr Pickavance to refer.	FYI
	<u>New telephone system</u> VR asked group to feedback as to their experiences and if there needs to be any tweaks to the telephone system including the entrance message. The Group were pleased with their experiences with the new telephone system.	FYI
	JH reported that the experience on the telephones was very good and there were no issues.	FYI
	VR went through telephone statistics over 2 weeks. Mondays and Fridays predominately more phone telephone calls on those days. Looked at longest waits on the telephone system. In an afternoon there are fewer phone calls but they are predominately more complex with queries; medication queries; test results and can take more time to resolve these. 3 Staff in morning normally and 2 on in the afternoon. Similar exercise to be undertaken at next meeting.	VR
	Newsletter – Spring version	
	Draft one sent and awaiting comments.	JG / SR
	Website – 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 to be received by patients. Website is fully compliant.	ALL
	Modern General Practice Reception audit undertaken in January with reception staff to audit that patients were being navigated to the correct clinician as now we have more different	FYI

	specialist clinicians such as physician associate, physios, social prescribers.	
	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.	FYI
	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.	
	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.	FYI
	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.	FYI
	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.	FYI
	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.	FYI
	To consider how to assist vulnerable groups and consideration of Voice to Text for deaf patients and this sends a message to the patient.	FYI
	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.	VR
	Closure on Good Friday and Easter Monday. Also the Saturday is the 5 th Saturday so Newbridge is closed and East Park will be open for doctor consultation.	FYI
	Newbridge Staffing	
	No updates	
6.	Primary Care Network (PCN) Updates	
	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.	FYI
	Cancer Care Co-ordinator role helping to support the patient, attending appointments, and also signposting to Macmillan. Consideration to increase this	

eboards to reflect themes of awareness for cancer such as brain cancer.	FYI
role – Looking at frailty and help and support for patients ons required.	FYI
bach to commence mid April (Anne Marie Cooper) who has reviously and able to do patient group work sessions across ble support sessions for patients such as weight and healthy	FYI
sioned for Saturdays at Newbridge Surgery.	
<u>/ Test</u>	
.3%	
h the group the main findings and feedback received	
lext Meetings	
024 @ 4:15 pm 24 @ 4:15 pm	
	 Frole – Looking at frailty and help and support for patients ons required. bach to commence mid April (Anne Marie Cooper) who has reviously and able to do patient group work sessions across one support sessions for patients such as weight and healthy bioned for Saturdays at Newbridge Surgery. 7 Test 2% 3% h the group the main findings and feedback received is lext Meetings 024 @ 4:15 pm

Abbreviations used above:

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