

NEWBRIDGE SURGERY
PATIENT PARTICIPATION GROUP MEETING
MINUTES OF THE MEETING HELD ON
Monday 6 March 2023 at 4:15 pm

PRESENT

Patient Representatives: J Hancox (Chair), R Ashwell (Vice Chair), C Patel (CP), C Dymond (CD), J Westlake (JW), J Evans (JE), S Corbett (SC), D Scoop (DC) P Boswell (PB), J Horton (JH) S Rutter (SR)

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

		ACTION
1.	Welcome & Introductions – each person introduced themselves and everyone around the table introduced themselves. New members were welcomed by the Chair.	
2.	Apologies for Absence – L James, K Ong	
3.	Minutes of the last meeting – Agreed as a true record	
4.	<p>Matters Arising –</p> <p>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. CD volunteered.</p> <p>Newsletter Sub group meeting held on 2.2.23 and draft issued with comments.</p> <p>Also JG met separately with SR who has volunteered to assist with graphics and design. Drafts presented to meeting group. Decided to go with one version. Version control to be added to the newsletter or number to identify version. Agreed for a quarterly newsletter to be circulated.</p> <p>Receptionists to ask patients to update their emails addresses and consent so that this can be forwarded to patients. Hard copies to be displayed in Practice and with pharmacists and in local libraries or shops. Need to consider printing costs as this needs to be cost effective. VR to look to see if this newsletter can be added and circulated via Accurx to patients which would assist with circulation.</p> <p>Patient check in system to ask patients to update their mobiles and also their email addresses, posters to be put up too to includes this in surgery and also on the newsletter.</p> <p>PPG group to have a page on the newsletter – wording to be forwarded from JH and RA. Both have consented for their mobiles to be advertised on here if patients would like to join the PPG group.</p>	<p>ALL</p> <p>FYI</p>
5.	<p>Items from the Chair</p> <p><u>Drop in sessions for NHS App</u> Sessions held on 2 February 2023 with sub group. Practice to look at first Thursday of each month for drop in sessions to assist</p>	

	<p>patients. Looking for volunteers to assist too. To be arranged for the patient group first as a pilot before going live with further sessions. ICB asked to assist with NHS app drop in sessions. Awaiting confirmation. IT Manager for PCN invited to attend meeting but could not attend – but can help with drop in sessions. Liz Green to assist too. JW to asst in May 2023 if needed.</p> <p><u>Feedback Primary Care Network (PCN – PPG Group)</u> Meeting held at surgery and JH reported that various topics and objectives had been discussed, equality across the PCN's across the city and a patient's charter.</p> <p><u>75 years of the NHS</u> This year signifies 75 years of the NHS and Newbridge held a celebration when it was 70 years old. PPG chairs asked to consider how they want to hold this either at local practice level or at Primary Care Network (PCN) level but it was agreed that would be difficult due to locality so agreed for local practice level. Dr Pickavance suggested it works alongside flu clinic or mini health checks in October 2023. To be further discussed.</p> <p><u>Suggestions – Walking Group with Doctor</u> JH asked if the group was interested in something similar as she was aware that this was being held at another practice. Dr Pickavance notified the group that one of our nurses is also associated with a local park run and has helped a number of patients to complete marathons.</p> <p><u>Wolverhampton City Council Rewards scheme</u> – reward scheme to assist with patients getting more active and will be able to have a fit bit and log what activities they have and more they are active more rewards offered. This is advertised on our website and also has been advertised on the TV. Surgery has been sent some leaflets but Council offices have leaflet explaining how to download the app.</p> <p><u>Mander Centre</u> Dr Pickavance updated the group that has been used for vaccination programme in the past but now it is available for conducting NHS health checks and this can be booked via Wolverhampton Information Network (WIN) if required. Information will be available in due course to be downloaded to GP record and appts on the day. There is a walk in clinic for anyone requiring a blood pressure check, no need to book.</p>	FYI
6.	<p><u>Primary Care Network (PCN) Updates</u></p> <p>Slides presented from pilot project with Public Health England to assist and target increase of screening (bowel, breast and smears).</p> <p>Pilot has gone well and with an 4% increase of patients attending the bowel screening. This screening project is across all our Practices within PCN.</p> <p>Awaiting start date for Primary Care Network Cancer Care Co-ordinator – appointed a new member of staff for the PCN to assist with fast track referrals, new diagnosis, and act as a point of contact. Awaiting start date details.</p> <p>New First Contact Physiotherapist has started Shailesh Pandey working across</p>	

<p>the PCN 2.5 days per week to assist with new problems not longstanding problems. At the moment this postholder cannot do steroid injections until later in the year. If patients have a new condition (not an ongoing condition) and over the age of 18 they can self-refer. Postholder currently working at Newbridge on a Wednesday until East Park Practice building works have been completed.</p> <p>New Mental Health Practitioner (MHP) Jade Faid started for the network working 2.5 days and working from Newbridge on a Thursday.</p> <p><u>Health and Wellbeing Coaches</u> x2 new posts for Primary Care Network, to assist with mental and lifestyle dietician advice and support.</p> <p><u>Newbridge Staffing</u></p> <p>X2 General Practice Assistant posts created via Additional Roles Reimbursement for Primary Care Network (ARRS) post to assist with HCA clinical duties and also administration and manning the new patient triage system. This is a training post and competences need to be signed off for advancement.</p> <p><u>Systems</u></p> <p>New telephone system project - including call recording and better phone system with use of headphones – this is being introduced towards end of the financial year awaiting further information. Redcentric would be the provider of the system.</p> <p>New patient check in system – Engage previously Jayex system. This system is used by patients but eager to hear if patients are not having a positive response to this. This system informs the patient which waiting room to be directed to.</p> <p>New patient calling in system – Envisage (Numed) still need to tweak this system as tannoy is loud and would like it to play music.</p> <p><u>Winter access</u></p> <p>Practices have been asked to put on extra appointments each week to assist with Winter access and these appointments available with Advanced Nurse Practitioner (ANP) and our Health Care Assistant (HCA) on a weekly basis. This is due to end March 2023. Sunday appointments available at East Park again until end of March 2023.</p> <p><u>Patient Population</u></p> <p>JH would like a breakdown of the demographics of the population. VR presented this separately to Chair and will now categorise this in sub groups as information is too vast.</p> <p><u>PATIENT ONLINE TRIAGE SYSTEM</u></p> <p>New system via Accurx introduced in January 2023 for non-urgent appointments and to assist with dealing with medication; sick notes; care information.</p> <p>PPG members have been sent a link about this separately and also information to be sent to patients. Message updated on telephone system to promote this and also on website.</p>

7.	<p><u>Friends and Family Test</u></p> <p>Mjog is no longer available and the contract has been changed to Accurx to provide this service.</p> <p>VR updated the group that this information will now be sent to patients as it did previously with MJOG.</p> <p>Handwritten copies are available in both waiting rooms and since the automatic system has been down we have relied on paper copies for February 2023.</p> <p>January 2023 = 96% February 2023 = 95.8%</p> <p>VR presented to the group comments received from Patients in January and February very positive results. This was reinforced by two new patient PPG members who have recently joined the surgery and their experiences have been very positive.</p>	
8.	<p><u>Any Other Business</u></p> <p>Social Prescriber – Gloria Pearce to attend May meeting with a brief 10 minute presentation for patients on this role.</p> <p>VR wanted to received any feedback regarding Newbridge Surgery website, telephone system, patient online triage systems form to be forwarded to the group.</p>	VR
9.	<p><u>Date and Time of Next Meetings</u></p> <p>Wednesday 10th May at 4:15 pm Tuesday 11th July at 4:15 pm</p> <p>Annual General Meeting (AGM) to be arranged in w/c 11th September 2023 – exact date to be agreed at next meeting.</p>	