

PRESENT

Patient Representatives: J Hancox, (JH) J Evans (JE), P Boswell (PB), S Corbett (SC) C Dymond (CD), J Horton (JH) P Hammond (PH)

Practice Representatives: V Roddie (VR),

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| 1. | Welcome & Introductions All participants at the meeting introduced themselves. - | |
| 2. | Apologies for Absence – Dr G Pickavance (GP), R Ashwell (RA), A Burton (AB) K Ong (KO), CG Luck (GL); D Luck (DL) D Scoop (DS), | |
| 3. | Minutes of the last meeting – Agreed as a true record | |
| 4. | Matters Arising – <u>Carried forward</u> <u>IPAD support from Black Country Connected</u> CP attending the meeting. He was referred to the supplier of the scheme and attended. He did not have wifi (as that was one of the requirements) and there was no training available. There were no Laptops available and was offered a mobile phone but CP decided not to pursue it as initially thought it was a scam. He also did not know the costs of the mobile phone after the funding would cease after the set period of 6 months. JG feedback patients experience to the scheme originator. <u>Medication reviews</u> Can be completed opportunistically by clinician and also patient can contact surgery to request a medication review and this will be booked in with our Pharmacy team member who will undertake the review. | JH FYI FYI |
| 5. | Items from the Chair <u>Liaison with other bodies – ICB and Healthwatch</u> Presentation from Stacey Lewis at Healthwatch approx. 45 minutes. Latest changes to Healthwatch as an organisation. Government recently announced that Healthwatch is due to be disbanded and in future it will be replaced with a patient forum via NHS and ICB for patients to voice their complaints and concerns to. Until then Healthwatch are happy to attend our PPG meetings. Healthwatch have a vast number of volunteers and Stacey could attend future meetings. Currently liaise with One Wolverhampton Board and sit with scrutiny panel. Current role of Healthwatch has 8 Statutory functions which was explained to the group. Their strength is around patient engagement and visits to Care Homes and Hospitals. Stacey to provide details of patient invitations to West Park, New Cross and Cannock Hospitals for initiatives such as 15 Steps (maternity services). Stacey Lewis reported that she was pleased with Newbridge Surgery PPG | |

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| | <p>noticeboard and the display of Healthwatch information, and additional leaflets were issued out. Also reported that Healthwatch had received no complaints from patients at Newbridge Surgery which was a positive patient experience.</p> <p><u>ICB Meeting Attendance</u> Integrated Care Board meeting to be held on 31.7.25 at 1:00 pm at Civic Centre and report to Business Centre. Patients can turn up to attend this meeting.</p> | |
| 6. | <p><u>Items from the Practice</u></p> <p><u>Staffing Update</u> Vacancy for Receptionist recruited to and in post with GP experience. Brief discussion generally about difficulties with recruitment.</p> <p>Looking to recruit HCA to assist with reduction in hours for current staff.</p> <p><u>Registrars</u> New rotation for August 2025, Dr Thompson will be leaving us and Dr Tayo will return along with Dr Ibrahim.</p> <p><u>Mental Health Practitioners</u> one PCN staff member on maternity so patients may be sign posted to Talking Therapies (previously Healthy Minds).</p> <p><u>NHS App</u> Prior to the meeting a presentation was held from rep at ICB to help promote the NHS app and talk about its functions and help patients navigate around and who may have problems with setting it up.</p> <p>This was a separate spin off meeting that PPG members were invited to and 4 members attended.</p> <p><u>Facebook Page</u> This continues to be promoted and has regular updates including NHS app and relevant awareness campaigns.</p> | |
| 7. | <p><u>Primary Care Network (PCN) Updates</u></p> <p><u>Autumn Health Fair</u> Wednesday 17th September 10:00 am – 3:00 pm at Newhampton Arts Centre and looking for PPG members to help out.</p> | |
| 8. | <p><u>Friends and Family Test</u></p> <p>May – 94,6% based on 389 responses June – 96% based on 333 responses</p> <p>VR went through with the group the main findings and any negative / constructive feedback received.</p> | |

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| 8. | Any Other Business | |
| | JH would like to receive a copy of a summary from the NHS 10 year plan. | VR |
| | JH would like to know any changes arising from GP contract which may affect patients at Newbridge. | VR |
| | JH had been approached from a patient at Tudor Group (within our PCN) where there is no Patient Group and asked if it was ok with the group for them to come and observe one of our future meetings – group agreed. | ALL |
| | JH wanted it recorded that she is concerned that there is no longer PCN PPG meetings to discuss PCN patient experiences. | FYI |
| 9. | Date and Time of Next Meetings | |
| | No summer meeting | |
| | Next meeting with be AGM meeting to be held on 9 September 2025 – details to follow | |
| | Meeting closed at 5:50 pm | |

Abbreviations used above:

PPG – Patient Participation Group

PCN – Primary Care Network

ICB – Integrated Care Board

FYI – For your information

ALL – All to action

AGM – Annual General Meeting

EMIS – name of the GP Clinical System