NEWBRIDGE SURGERY
PATIENT PARTICIPATION GROUP MEETING
MINUTES OF THE MEETING HELD ON
Thursday 7 May 2026 at 4:15 pm

PRESENT

Patient Representatives: J Hancox, (JH) J Evans (JE),) C Dymond (CD), D Hayes (DH) C Patel (CP), R Ashwell (RA), H Singh Surj (HSS)

Practice Representatives: V Roddie (VR), J Griffiths (JG)

		ACTION
1.	**Welcome & Introductions** All participants at the meeting introduced themselves and new member joined the group	
2.	**Apologies for Absence** – R Ashwell (RA) J Horton (JH) P Hammond (PH) D Scroop, (DS), A Burton (AB)	
3.	**Minutes of the last meeting –** Agreed	
4.	**Matters Arising –** Practice Pharmacist to attend a future meeting. To be arranged. ICB contract monitoring submission deadline for evidence and documentation by 22.5.26. VR to feedback to PCN Manager as needing certain information to assist with submission. JH asked why patients had not been spoken to about their views of the practice. JG to feedback this back to ICB JH wanted clarification as to what was ARRS (Additional Roles Reimbursement Scheme) – this scheme funds posts available via NHS England and through our PCN. JH would like feedback on stats regarding prostate cancer. Matter to defer to next meeting as there is a new scheme which we have signed up for and will last until end of September. JH also would like to know when lung cancer screening is to be rolled out across Wolverhampton? – again to defer to next meeting for an update.	VR VR / JG FYI FYI FYI
5.	**<u>Items from the Chair</u>** JH attended the session on 23 March 2026 at Birmingham Council Chambers and provided a brief overview of the discussion. JH found the presentation to be excellent from 2 Consultants and plenty of time for questions. Key points – still much work to do with 10 year plan as Life expectancy still going down, waiting times at A&E increased significantly, number of patients being treated in corridors. Funding going to private sectors and those being referred the provider is selective as to who they will see. Palantiar contract at New Cross Hospital for data collection. JH concerned as to where our data is being sent. Discussion also about PFI's being set up but this will never ever get paid off.	
6.	**<u>Items from the Practice</u>**	

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	Disclaimer document for PPG members Following a recent training session held for CQC it was suggested that patient members need to complete a disclaimer as currently their names are included on the minutes of the previous meetings and these are displayed on the Practice website or alternatively to remove names. Full names are not included on the document but patients could still be identified and suggest that this could be redacted. There was a short discussion about this, and a vote taken by the group that they all agreed that they did not have any issues with their names being displayed and they will complete a disclaimer. Disclaimer to be circulated by patient group and to forward a copy for our records. JH was happy for her name to be included on minutes and also could include her telephone number and welcomes this opportunity to reach out to patients. Document currently being circulated to all PPG members who attend the meetings to sign. One member does not wish to sign it. **New Telephone System – live date 7.5.26** New telephone system implemented today (7.5.26) and going ok currently. Change to introduction message. Further training required on the system but current transition working ok. Function for the patient to have a "check and cancel" facility, whereby they can check their appointment or wish to cancel without speaking to a member of the team. Call back facility available for patients waiting in the queue which is a new option and the main reason why the previous telephone system had to be changed. **Staffing Update** Recruitment for a Receptionist vacancy ongoing – currently have a bank staff member. Discussion about recruitment issues and the business need for either 8:00 am start and 6:30 pm finish as these are unfortunately not family friendly times. Salaried GP vacancy to be advertised for Thursday sessions. **Reception Front Window** Still ongoing problems as the proposed double-glazing option makes the window heavier and window option presented was a "like for like" replacement. We ideally need slats or something similar to assist with the front window to help reduce any background noise. Still ongoing. **Teaching Practice and new Registrars** Dr Samuel Olatunji – (male) – part time – 3 months Dr Anosha Aslam (Female) – 3 months Dr Moustafa Ahemed – (male) – part time – 3 months Dr Ahmed Ibrahim – (male) until August 2026 Clinic updates RSV for over 80 year olds; Housebounds and Care Home patients have progressed on since April. Regular NHS Healthchecks on Thursday / Saturday's / continue to invite patients verbally and electronically.	PPG members to sign

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	SYSTEMS Engage System now paid for by Practice as ICB funding been removed Envisage System – patient call in system hardware now paid by Practice as ICB funding has been removed. **Speaker at the next meeting 7.7.26** Clinical Practice Research Datalink (CPRD) are due to attend for a presentation to the PPG group. Public and patient opinion is a vital part of CPRD's social licence to operate, and they could not undertake vital research work. They are keen to visit practice participation groups and have a patient focussed presentation. These are due to attend at the next meeting on 7.7.26.	
7.	**Primary Care Network (PCN) Updates** Mental Health Practitioners no longer contracted for their services via PCN. 1 post remaining which is Senior Mental Health Practitioner who can prescribe medication. Sessions are available cross organisational and she is based at Newbridge on a Thursday afternoon. New Locum ANP Jean Crutchley specialising in respiratory conditions is to replace long term Locum ANP Jan Cox who is taking some time out for family commitments – available 2 and 3rd Saturday of the month. Change to Nurses as previous Locum Nurse also taking time out for family commitments, Nurse Mpakula is to do some sessions. – available for Saturdays for patients who work in the week. First Contact Physiotherapist for Saturdays – (Bartlomiej "Bartek"Jarosz) every Saturday unless on annual leave and Kulivinder Aujla (doing adhoc Saturdays) as Kiranjit is currently on maternity leave.	
8.	**Friends and Family Test** March 2026 - 97.5% based on 401 responses April 2026 – 98% based on 315 responses Brief discussion on findings of results.	
8.	**Any Other Business**	
	CD raised if his follow up results are normal its then left up to the patient to chase this up and to find out what else it could be if he were still to have problems. Discussion about the NHS app which has a current range included on it so patient can be reassured. CD also said that he felt that NHS should consider the opinions of practice nurses who deal with the day to day for their patients. CD also asked when the walk in appointments changed and why the PPG was not consulted. This occurred as a result of Covid in 2020 and there has been some discussions since but as the doctor is available and has appointments which then reduces the number of patients sitting and waiting in the waiting area.	FYI FYI FYI

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9.	**Date and Time of Next Meetings**	
	Tuesday 7 July 2026 at 4:15 pm Meeting closed at 6:15 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
ARRS – Additional Roles Reimbursement Scheme
RSV – Respiratory Syncytial Virus
FFT – Friends and Family Test
ARRS – Additional Role Reimbursement Scheme

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