## NEWBRIDGE SURGERY PATIENT PARTICIPATION GROUP MEETING MINUTES OF THE MEETING HELD ON Wednesday 7 May 2025 at 4:15 pm

## PRESENT

Patient Representatives: J Hancox, (JH) J Evans (JE), CG Luck (GL); D Luck (DL) K Ong (KO), C Patel (CP)

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

		ACTION
1.	Welcome & Introductions	
	All participants at the meeting introduced themselves	
2.	Apologies for Absence –	
	J Horton (JH), Dr G Pickavance (GP), R Ashwell (RA), P Boswell (PB) A Burton	
	(AB) D Scoop (DS) S Corbett (SC) C Dymond (CD	
3.	Minutes of the last meeting –	
	Agreed as a true record	
4.	Matters Arising –	
	Carried forward	
	IPAD support from Black Country Connected	
	CP attending the meeting. He was referred to the supplier of the scheme and	JH
	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.	
	10 to face the all matients are arised to the same anising to a	FYI
	JG to feedback patients experience to the scheme originator.	
	Sleep station referrals continue to increase and be promoted across the PCN.	
	Patients can self-refer, in addition this is advertised on our website and promoted	
	by Health Coaches.	
5.	Items from the Chair	
5.		
	Liaison with other bodies – ICB and Healthwatch	
	JH reported that she had been in contact with ICB – and is still awaiting a	JH
	response.	011
	Stacey from Healthwatch will come to our next meeting on 10 July 2025. VR to	JH
	send out a formal invite.	
	ICB Feedback from Meeting Attendance	
	Chair reported that there had been no ICB meetings or other patient group	JH
	meetings to feedback on	

6.	Items from the Practice	
	<b>Staffing changes</b> Vacancy for Receptionist post currently being shortlisted. Brief discussion generally about difficulties with recruitment. Business operations including requirement to work x 2 long Saturdays are problematic.	FYI
	<u>Telephone – Soft Phone System</u> Still problems with not being able to use Soft phone telephone system via laptops and computers due to ongoing network security issues. This facility would be useful in an emergency situation and to assist with business continuity planning.	FYI
	<u>NHS App Appts</u> PPG would like a separate meeting for the promotion of the NHS app, so that PPG can help promote it in Practice and provide support to help encourage it. This will have to be spin off group as next meeting is in July 2025.	JG
	JG to ask ICB to come in to do at least 2 sessions, possibly Thursday afternoons in June to raise awareness of the NHS app and how to get the best out of it. Knowledge can be transferred from PPG to relatives and also to our patients.	FYI
	NHS app proxy access is only for those patients registered at same surgery and does not allow family members at different surgeries unfortunately this continues to be an ongoing issue.	
	<b>Facebook Page</b> This continues to be promoted and has regular updates including NHS app and relevant awareness campaigns.	FYI
	Advice and Guidance (A&G)	
	New enhanced service from 1 April – 31 March. This is designed to foster greater working relationships between secondary and primary care, whereby a GP can seek pre-referral advice from a specialist. This may result in a referral not being required, however, where it is still required it will ensure referrals are appropriately targeted and good quality, A request is per patient and only one claim and can be made per episode of care and must be GP led. Patients must be informed the GP is seeking pre-referral advice which may or may not result in a referral but the practice will keep the patient fully informed.	FYI
	JH wanted to enquire what consultation has taken place in regard to this for our patients.	VR
	Experience shared that at the point of patient consultation GP will notify the patient.	
6.	Primary Care Network (PCN) Updates	
	PCN Event	
	Pre-diabetic event to be held on 13 May 2025 at Newhampton Arts Centre and invitations sent out to relevant cohort of patients if they would like to attend.	FYI

7.	Friends and Family Test	
	April – 95.4% based on 345 responses March – 96.5% based on 408 responses	
	VR went through with the group the main findings and any negative / constructive feedback received.	FYI
8.	Any Other Business	
	JH asked if the practice is contacting over 70year olds as part of health campaign? VR to find out.	VR
	JH asked about medication reviews on prescriptions and when these take place. VR to liaise with Pharmacists as they normally hold these with the patient when required.	
9.	Date and Time of Next Meetings	
	Date of next meeting – Thursday 10 <sup>th</sup> July at 4:15 pm	
	Future date(s)	
	To be arranged from AGM meeting w/c 8 September 2025	
	Meeting closed at 5:45 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