

NEWBRIDGE SURGERY
PATIENT PARTICIPATION GROUP MEETING
MINUTES OF THE MEETING HELD ON
Tuesday 9 January 2024 at 4:15 pm

PRESENT

Patient Representatives: J Hancox, (JH) R Ashwell (Vice Chair), C Dymond (CD), J Evans (JE), P Boswell (PB), A Burton (AB), W Clement (WC), C Patel (CP), D Luck (DL), R Seivewright (RS); S Rutter (SR)

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

		ACTION
1.	Welcome & Introductions All participants introduced themselves at the meeting. New member R Seivewright interested in joining the group.	
2.	Apologies for Absence – D Scroop, S Corbett, J Horton, B Pickering	
3.	Minutes of the last meeting – Agreed as a true record	
4.	Matters Arising – JH 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. <i>Roll over to next meeting again and perhaps a sub group to discuss strategies such as targeting certain clinics by PPG volunteers.</i> JH would like to reach out to more diverse, younger and ethnic patients. Newsletter – to discuss at next meeting At the last meeting JH asked for costings for newsletter to be sent to patients who do not have an email address. Costings for second class postage (to 2637 patients not signed up) the total costs of envelope and paper and postage costs equates to £1,868.31. SR enquired if costs above included printing costs and had included black and white copies only.	ALL
5.	Items from the Chair It was discussed and concluded that the practice to find out how many patients do not have access to a mobile telephone and focus on these patients gaining access via text message about any patient updates. VR to action Suggested that reception staff check mobile numbers opportunistically. Chair would like to know main languages spoken at Surgery and main ethnicity. VR to look at relevant reports. Quarterly Newsletter to continue and S Rutter was thanked for assisting with the	VR VR JG / SR JG / SR

	<p>contribution towards content and graphics. Spot light on staff for certain roles to raise profile of these roles such Clinical Pharmacist.</p> <p>When messaging the new newsletter need to ask patient if they want it in a different language.</p> <p>There has been no Chair's ICB meeting to attend.</p> <p>JH asked (GP) if the PPG PCN Chairs meeting for Total Health PCN would be reintroduced as this was an opportunity for patients to share ideas and bring up issues that were of concern, patients do have a role to play and it was disappointing that other PCNs are meeting and ours is not. AB asked why, (GP) said it was because some members felt intimidated to speak as certain members talked a lot. (GP) as the Lead made the decision to end PCN meeting without any discussion with PPG Chairs in our network.</p> <p>It is not a contractual requirement to have a PPG Chairs meeting for the Network as it is for a Practice.</p>	<p>FYI</p> <p>JH</p> <p>JH</p> <p>VR</p>
6.	<p>Items from the Practice</p> <p><u>Drop in sessions for NHS App</u> 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. 43% of patients have access to online services.</p> <p><u>New telephone system.</u> VR asked group to feedback as to their experiences and if there needs to be any tweaks to the system. The Group were pleased with their experiences with the phone system.</p> <p>The introduction message has previously been reported by some patients as too long and to consider reducing it. However, it was discussed that this is also an opportunity to let the patients know of any updates in the practice and to be used as a communication tool. This can be used to update patients on matters such as PPG group, special clinics. To be reviewed at next meeting.</p> <p>VR briefly went through today's stats (9.1.24) on the phones and longest wait was 5 minutes and average wait was 34 seconds. VR to look at a separate session on stats from phone system.</p> <p>It was asked of next available face to face appointment and it could be same day depending on problem or next day.</p> <p><u>Website – www.newbridgesurgerywolverhampton.nhs.uk</u> 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.</p>	<p>FYI</p> <p>ALL</p> <p>ALL</p> <p>FYI</p> <p>ALL</p>

	<p><u>PCN Staffing</u></p> <p>Thomas Nkwanyo to replace Jade Faid as Mental Health Practitioner. These appointments are referred in from the doctor and they act as a triage to navigate to appropriate mental health support. Healthy Minds referrals are taking a long time to process due to the demands on their services.</p> <p>Health / Mental Health and Wellbeing Coaches to be interviewed due to staff leaving.</p> <p><u>Newbridge Staffing</u></p> <p>Clinical Pharmacist - Georgina Birch reduction of her hours – Sher Khan working remotely. Discussion about role of Clinical Pharmacist and how this differs from Pharmacist at a Chemist.</p> <p>Dr Onyi Ibekwe to return from maternity leave on 11.1.24 and returning full time so 3 Registrars at practice.</p> <p><u>Clinics</u></p> <p>Smoking Cessation clinics being set up Shingles clinics to be set up Winter access extra 5 appointments each week at Newbridge to assist with winter pressures from mid Dec to early March. Respiratory hub at Phoenix Centre, which reception staff can book in for patients from 1:00 – 8:00 pm each evening Monday – Friday until mid March 2024.</p>	<p>FYI</p> <p>FYI</p> <p>FYI</p> <p>FYI</p>
6.	<p><u>Primary Care Network (PCN) Updates</u></p> <p>None</p>	
7.	<p><u>Friends and Family Test</u></p> <p>December 2023 – 97.7% Friends and Family – comments discussed November 2023 – 96.3% October 2023 – 95.6% September 96.9% August 2023 – 97.5% July 2023 - 96.2% June 2023 97.8% May 2023 – 97.3% April 2023 – 93.2% (new AccuRx system introduced) March 2023 – 97.5% February 2023 = 95.8% January 2023 = 96%</p>	
8.	<p><u>Any Other Business</u></p> <p>None discussed</p>	
9.	<p><u>Date and Time of Next Meetings</u></p> <p>Wednesday 6th March 2024 @ 4:15 pm Thursday 9th May 2024 @ 4:15 pm Tuesday 9th July 2024 @ 4:15 pm AGM in September</p>	