

PRESENT

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

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	<p>at next meeting.</p> <p>VR asked the PPG group if they had any initial feedback from the PPG so that any issues can be resolved, and there was none at this time.</p> <p><b><u>New look website – <a href="http://www.newbridgesurgerywolverhampton.nhs.uk">www.newbridgesurgerywolverhampton.nhs.uk</a></u></b>  The website has had a new look and is now a uniformed look across the NHS to ensure consistent compliance for all patients, and that the site can also be accessed from mobile phones.</p> <p>PPG were asked for initial feedback and to have a look to see how they navigate across the website. To feedback at next meeting.</p> <p><b><u>Patient Online Triage System</u></b>  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 were asked if they have had a chance to look at this system. The Practice has not seen a huge demand in this system but it is early in its implementation and demand will increase when patients are aware of the system. This is for non-urgent care and will be actioned within 48 hours or earlier.</p> <p><b><u>Newbridge Staffing</u></b>  Newbridge Surgery is a training practice and as such x2 new female Registrars started. Dr Mayam Khabbati; Dr Alfia De Aguirra</p>	<p>ALL</p> <p>ALL</p> <p>FYI</p>
6.	<p><b><u>Primary Care Network (PCN) Updates</u></b></p> <p>Liz Sewell – Social Prescriber contact for the PCN</p> <p>John Walker and Mandy Brettell – Health and Wellbeing Coaches started working across the PCN. Their role is to assist with mental and lifestyle dietician advice and support.</p> <p>Esmin Powner – Cancer Care Co-ordinator started in her role and working across the PCN.</p> <p>Screening project is due to cease. Newbridge Surgery 4% increase over 50's in patient screening take up and under 50's resulted in a 7% increase. Other PCN's have achieved higher take up results as their baseline was lesser than Newbridge.</p>	<p>FYI</p> <p>FYI</p>

7.	<p><b><u>Friends and Family Test</u></b></p> <p>AccuRx now collects the responses and not MJOG. Includes a narrative for patients to complete which is helpful to collate positive and negative comments. Unfortunately it does not currently collate which clinician the patient was seen by but VR has liaised with AccuRx to see if this can be added.</p> <p>Handwritten copies are available in both waiting rooms.</p> <p>Collated Manual and electronic correspondence is as follows:</p> <p>January 2023 = 96%  February 2023 = 95.8%  March 2023 – 97.5%  April 2023 – 93.2% (new AccuRx system introduced)</p> <p>VR will present to the group negative feedback at the next meeting to include an action plan.</p>	
8.	<p><b><u>Any Other Business</u></b></p>	
	<p><b><u>Social Prescriber</u></b> – Liz Sewell and her colleague Nick attended for a brief presentation Social Prescribing specifically Adult Social Prescribing and Young Person Social Prescribing Service (13 – 17 years).</p> <p>Adult Social Prescribing team has been in existence for about 6 years and Young Persons service for about 2 years. Referrals to both of these services via the GP, CAMS, School Nurses, or other approved link workers. Adult consent required if under the age of 16.</p> <p>Both teams can help support patients with attendance at group meetings, and have a holistic approach to wellbeing. Set amount of WV Active gym passes purchased available for patients to use.</p> <p><b><u>Heidi Burn – Project Manager at One Wolverhampton Place – ICB</u></b> attended for a brief presentation and is looking at barriers and putting together an action plan to map out ideas and look at gaps across Wolverhampton to address inequality issues for patients accessing healthcare. Presentation to be included in the minutes.</p> <p><b><u>PPG member</u></b>  J Westlake was thanked for his participation and assistance with the PPG group as this was to be his last meeting.</p>	
9.	<p><b><u>Date and Time of Next Meetings</u></b></p>	
	<p>Tuesday 11<sup>th</sup> July at 4:15 pm</p> <p>Annual General Meeting (AGM) to be arranged in w/c 11<sup>th</sup> September 2023 – exact date to be agreed at next meeting.</p>	