**MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING**

**Wednesday 1st May 2024**

**Bedwell Medical Centre**

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Attendees: Internal: Dr IJ, AS

Members: RW(1) (Chair), SK, M1, SW,

Via Teams – RW(2), M2, OL

Apologies: G.Harkness, H.Roethenbaugh

***PPG Members, apologies but on circulation list***

JB, MB, EB, MG, PH, SK, KL, AL, AM, KN, LN, CO, GR, JS

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|  |  | Actions |
| 1. | **Welcome, Introductions** |  |
| 2. | **Matters from last meeting:**  Health Walk: SW commented how good this was. She joined the walk from the start and only a few attended but now this has increased quite a bit and it is very sociable. SW would highly recommend this to anyone considering joining.  CQC Visit Result 18.12.23 Phone System  Triage Model  All 3 subjects above rediscussed separately below.  Equality & Diversity: Ron discussed separately below. |  |
| 3. | **Declarations of Interest**  Nothing to report. |  |
| 4. | **CQC Visit Update (18/12/23)**  AS informed the group how well the online inspection went, and BMC answered all the questions with a positive response from the assessor. All the feedback was very positive, and all seemed well. However, the report has returned stating we require improvements on responsive to patients. This has all be based on the feedback reviews on NHS choices. 7 out of 8 were negative responses but one relates to a phlebotomist who we do not employ, and one relates to a patient that is not registered with us. These were not mentioned at all at the inspection and therefore we could not give our responses on them at the time. We requested amendments be made as some parts of the report were not factually correct however this does not change the status of the report, CQC just add our challenges to the report, but it keeps the same result. AS informed the group how shocked and disappointed she was with the result and how demoralising it was, however, we at BMC know we are a safe practice, and we have very good processes in place, so we have decided to let it go and continue with our good service to our patients. |  |
| 5. | **Telephone system**  AS was informed by BMC’s telephone provider that any patient in the telephone queue from number 10 onwards is not informed of their queue position. The group stated this to be incorrect as they have been in the queue in the twenties and is given a queue number. AS will speak with the provider but to also let the group know Premier (telephone provider) is making adjustments over the weekend to ensure all from 2 in the queue onwards has the opportunity to request a callback whereas presently it is only those after 10. The group was pleased this amendment to being made.  AS also informed the group that when patients are in the queue waiting and then the ‘no routine appointments left for today’ is switched on, unfortunately there is no facility to inform those already queuing.  M1 asked if the message regarding specialised nurses was still listed. AS responded – no. This has been removed.  PPG enquired what volume of calls come into the surgery on a day-to-day basis. AS will provide an audit to the PPG. | AS |
| 6. | **Hybrid Triage System**  AS informed the group the practice is moving towards a hybrid triage system. The move to the full triage model is gradually working its way through many of our local surgeries but BMC have decided to go to a hybrid model instead. This means that patients can make appointments / enquiries whatever it may be via an online platform (called AccuRx consult). BMC are fully aware there will be patients that will not be able to go down this route (i.e those with learning difficulties, those that are not IT literate, those that do not have the facilities etc) AS informed the group that there will be something in place to assist with this and the group must not worry. BMC have a small working group to work on all these types of scenarios. This will not be happening immediately; a lot of processes have to be put in place so won’t be happening quickly. CQC have marked BMC as requiring improvement for patient responsive, so we need to make some changes and going down this route will hopefully help with this. |  |
| 7. | **Paperless by August**  AS explained the postage costs for the surgery is forever increasing and now becoming hugely expensive. BMC would like to go paperless, and we are working to achieve this by August this year. Again, we are working on the best route to take with this process. We need to obtain email addresses so we can send letters/communications by email instead. Again, for those that do not have IT access will be catered for. No one will be left out. |  |
| 8. | **PCN PPG Event Evening – Parkinsons**  RW(1) spoke about the next PPG event to be held at the Arts Centre at the Roaring Meg on Thursday 16th May 7pm. Each event so far has increased in numbers so these are becoming more widely known about and hopefully more popular. There will be speakers including a patient presenting her own experience. All very welcome and would be lovely to see more doctors present too.  **Future event: Veterans**  Dr IJ requests the PCN PPG to consider a presentation for all the veterans the PCN (4 surgeries) has registered. Many of these patients suffer with mental illnesses due to what they have witnessed, and the government have funded extra help/services which can be fast tracked for them which may not be known about. If we could get a group together which would also help veterans meet other veterans which may help them socialise and talk about things together, this would help. There will be patients that we are not aware are veterans and they may not know what extra help is out there for them, so seeing an event for them may encourage them to attend also. RW(1) will take back to the PCN PPG Group. | RW(1) |
| 9. | **Criteria for a real PPG**  RW(1) discussed about meetings that have been taking place with the ICB with regards to ICB helping surgeries to engage an active PPG for their surgeries however Justin (a PPG representative from Walkern) is questioning them what they are actually achieving as it doesn’t feel like anything is improving. ICB have stated there are 129 PPGs recorded, 118 is classed as active however in reality there are probably only about 72 active PPG groups. RW(1) just wanted to keep us informed. |  |
| 10. | **More Representatives – Membership  (including equality & diversity)**  RW(1) asked the group how we can obtain more members. Suggestions:   * Advertise the PPG group at the presentations * Hand out leaflets / flyers at events * Ask the youth major of Stevenage to promote * Advertise at Salvation Army Groups * Doctors to promote to patients whilst have them in consultations * Gay/pride / religion groups * Colleges / schools * Promote at the Stevenage Day   RW(1) spoke about the Stevenage Day and anyone who is able to help for an hour or so on the stall would be most helpful. King George Surgery has hired the stall and PPG will take turns in managing the stall. Flyers will be on display and RW(1) mentioned that BP readings would be taken. Dr IJ has expressed concern if no clinician is on site at the stall, then the surgeries may be swamped on the Monday with BP reading concerns. RW(1) will take this back to the group to ensure plans are put in place to stop this. Many years ago, BMC had their own Staff with AS in attendance and BPs were taken to encourage patients to approach the stall so we could promote the PPG to try and get them to join but nurses were always on hand at the stall to give any advice on the BP if required. This may be needed for the June one this year. |  |
| 11. | **Health Action Day**  RW(1) spoke about the day although he was not able to be in attendance. Informed the group lots of flyers on the PPG were given out at this event. |  |
| 11. | **Future PPG Meetings**  Future PPG meetings will continue to be in the afternoons but will be reviewed if/when more members are recruited.  Next meetings for your diary are 1pm at Bedwell on :-  3rd July  4th September  6th November  Teams will be set up for those unable to attend. |  |
| 12. | **AOB**  RW(2) mentioned the minutes have not been uploaded onto the website and as he attended remotely, he couldn’t access the last lot of minutes. The banner also requires updating now that the meetings are lunchtimes instead of evenings. AS will look into these.  M1 enquired if we still have online booking appointment slots – Yes we do.  **END OF MEETING** |  |
|  | *Key*  PPG – Patient Participation Group  BMC – Bedwell Medical Centre  PCN – Stevenage South Primary Care Network  PCN PPG – All the PPG groups between 4 surgeries  *(Bedwell/Knebworth/Shephall/King George)* |  |

NEXT MEETING

WEDNESDAY 3RD JULY 2024 @ 1pm

AT BEDWELL MEDICAL CENTRE