**MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING**

**Wednesday 3rd July 2024**

**Bedwell Medical Centre**

69

Attendees: Internal: Dr IJ, AS

Members: RW (Chair), JH, SW, GH Via Teams – PM

Apologies: SK

***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. | **Declarations of Interest**  Nothing to report. |  |
| 3. | **Matters from last meeting:**  Matters arising from last meeting:   * **Telephone call data** PPG enquired last month for an estimation how many calls the practice takes each week. An audit taken for the month of June showed 4,940 calls were connected, approx. 1200 per week. The most are received on a Monday (which would be expected) and each day it slightly drops by Friday. The audit did show a large proportion of unconnected calls which the telephone provider has confirmed the termination of the call is from the caller, not the surgery. Unsure why this is, AS will enquire with the telephone provider if this is the norm compared to other users they have. AS is going to research into this further. * **Triage Model update** IJ gave an update to the group. We have currently decided to put a hold on pushing this forward for the time being for clinical triage. Administrative queries have been opened up and are being sorted. BMC GPs are offering a greater proportion of face-to-face appts. * **Paperless by August update**: Initially had 7,400 patients without an email address recorded, 2 lots of texts have been sent out. Last report carried out 24.06.24, 5,750 patients still remain without an address. 110 declined to have email listed so still a quite a number to chase. * **Future PCN Presentation – Veterans update** Ron and the working PCN/PPG group has discussed the potential Veterans presentation. This is ongoing. It is tricky to know how to source this ‘patient group’ as not all veterans are known about. Further discussions are continuing with this. * **Stevenage Day / SSPCN Stall Update**   It was felt that it could have been better if we have something to offer, in addition to leaflets. Not many people approached the tent. It was felt the PPG should have another go next year but only if there is something that can be offered to the public, an activity or something health related to attract people to the tent and then PPG can be promoted to them to try and gain more members. If the activity was health related i.e. BPs, then a clinician will need to be in attendance.   * **PPG Banner to be renewed** – working progress. There is a new PCN/PPG banner which was on show at the Stevenage Day but the BMC PPG one still needs updating – pending. * **Suggestions last meeting re more PPG Representatives**:   *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*  AS asked who is going to work on this? RW as chair is already doing a huge amount for PPG. No other offers to take lead at the meeting. | AS |
| 4. | **Symonds Green - PCN**  Allison informed the group Symonds Green Surgery has now joined the Stevenage South PCN. This now increases the PCN patient list to 65,000. |  |
| 5. | **GP Funding Discussion**  Allison presented the group with copy posters initiated from the BMA. All very interesting reading which the general public will not be aware of. These posters will be displayed in the surgery waiting rooms. |  |
| 6. | **AOB**  **PCN Presentation:** Next one is on Dementia 18.7.24 7pm. Everyone please promote and get the word out. The PPG have not had many responses for this one so concern there may not be many in attendance. Please can everyone let their family/work colleagues/friends know about it so the word spreads. AS to enquire with DT if the social prescribers can help with numbers. RW also mentioned it would be nice to have more representatives/support from PCN/Surgeries at these events. When these presentations started, many PCN staff attended as well as Dr Daodu but these are dwindling, and less and less attend each time. The last one had just DT and AS. RW gave the group a breakdown of those in attendance for last presentation on Parkinsons 16.5.24 which was well attended by patients.  **CQC Rating**: RW revisited the discussion of BMCs rating and explained he did an audit on the NHS Choices to compare BMC to other local surgeries and BMC was 2nd highest with regards to positive comments so it is even more confusing to CQC’s rating decision. | AS |
|  | **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 :-  4th September  6th November  Teams can be set up for those unable to attend. |  |
|  | *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/Symonds Green)*  BMA – British Medical Association |  |

NEXT MEETING

WEDNESDAY 4th September 2024 @ 1pm

AT BEDWELL MEDICAL CENTRE