**MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING**

**Wednesday 5th March 2025**

**Bedwell Medical Centre**

72

Attendees: Internal: Allison Seymour

Liz Sample, HBLICT

Members: SK (stand in Chair), E&MB, JH, GH, DL, DR, AV, SW

Apologies: RW, Dr Jayabalan

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

MG, PH, A&OL, LN, LR

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|  |  | Actions |
| 1. | **Welcome, Introductions**  Welcome to all. Allison introduced Liz Sample from HBLICT to provide a presentation on what the NHS App can provide.  Very informative. Liz will send a copy of the slides for Allison to send out. Ideally each practice should have an NHS App Ambassador (someone who has the knowledge and can promote the App). | AS |
| 2. | **Declarations of Interest**  Nothing to report. |  |
| 3. | **Matters arising from last meeting including updates**   * Telephone call Data – Both RW and SK have offered to sit in reception at the surgery to gauge what calls are coming in and to see if there is anything that would help with length of calls waiting. Allison & Reception Leads to meet and discuss how this can be implemented bearing in mind confidentiality/data protection. Working progress. * RW call back. Daisy has looked into this and there is nothing recorded of RW requesting a call back. We will have to accept this to be human error or a blip in the system on that occasion. The call back is presently working and is used a lot. We have not had any concerns raised since so hopefully a one off. EB raised she did have an issue with the call back, but it was some time ago. * PPG Banner – done, now displayed at Roebuck. * PPG Award. We wanted to let patients know how well our PPG have done so when we returned the original award (so other surgeries could display it), we made a replica of our own, so we continuously have it on display. Allison explained how this was awarded for those that were not in attendance last meeting. * PCN PPG Meeting Minutes. RW was to distribute to the PPG members – still to action? * DNA. RW obtaining further information from ICB. RW has requested further data from the surgery, Allison to discuss with RW when he returns from his holiday. | AS  RW  AS/RW |
| 4. | **Surgery Lunchtime Closing**  Allison explained further plans due to the governments budget decisions which was discussed in the last PPG meeting where the threshold of the NI has increased, as well as the percentage, together with the additional increased costs from suppliers that will come out way from companies to make up their shortfall we will have a huge hit financially. We have had many discussions internally and decided to close both surgeries for 1 hour break between 12.30pm-1.30pm as well as close the Roebuck surgery on Tuesday afternoons. The Roebuck surgery will still be open for PCN services which includes our patients. This way costs will be saved, and we can claw back some financial loss. Concerns raised by SW that she felt it is always Roebuck that takes a hit and means less appointments provided at Roebuck. Allison explained more clinicians will be based at Roebuck in the morning to make up some of the loss in the afternoon. This will commence as of 01.04.25. |  |
| 5. | **Anyone like Gardening**  Allison explained that we have lost our maintenance man who used to address our gardens as well, and unfortunately, we have left the gardens unattended for too long which is now showing. Allison enquired if any of the group are keen gardeners and enjoy doing it as a hobby to get out in the fresh air, good for the sole, etc. Positive interest shown, one member already volunteers in the town. It was felt a ‘committee of gardeners’ could have a group chat so they can decide to pick a time slot when they could get together to carry out some gardening at Roebuck. It would be beneficial to have some tools at Roebuck rather than having to transport their own. Gardening waste could be piled up until a facility can be sourced to dispose of it, brown bins, skip etc. Further planning to be decided but on the whole – positive response.  EB wanted it noted to thank those that worked on the BMC garden over the weekend. It was very noticeable today when driving in. It has always been an issue by the disabled bay not being able to see properly and it was much better today. Ideally having the disabled bay would be better on the other side as easier to drive in/out but understand it was put there as nearer the door. |  |
| 6. | **AOB**  AV wanted it noted that she feels the practice has improved immensely over the last few years. All the doctors are great, everything as a whole has got so much better. Allison thanked AV for her kind words.  We also discussed about the PCN services, and it was requested to advertise what services they provide i.e. MSK, Social Prescriber etc as it is felt it is not widely known by all patients, although things like this is on the website, advertising in the waiting rooms would be useful for those that don’t use technology. | NA |
| 6. | **Future PPG Meetings**  Next meetings for your diary are as below  1pm at Bedwell on :-  30th April 2025 *(presentation from Carers Champion)*  25th June 2025  20th Aug 2025 (RW?)  15th Oct 2025  10th Dec 2025  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  ICB – Integrated Care Board  PCT – Primary Care Trust  PEF – Patient Engagement Forum  HBLICT – Herts, Beds, Luton ICT (Technology experts) |  |

NEXT MEETING, WEDNESDAY 30th April 2025 @ 1pm, AT BMC