**MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING**

**Wednesday 28th February 2024**

**Bedwell Medical Centre**

67

Attendees: Internal: Dr IJ, AS, NA

Members: RW(1) (Chair), SK, M1, RW(2)

Via Teams – PM, OL

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

M.B, E.B, M.G, P.H, K.L, A.L, L.N, C.O, H.R, J.S, S.W, G.R, A.M

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|  |  | Actions |
| 1. | **Welcome, Introductions**  Welcome to new member RW(2). |  |
| 2. | **Matters from last meeting:**  **Health Walk**  These are taking place every Tuesday. They start from Bedwell Community Centre – the walk lasts approximately half hour.  Chris Oak walks meet up every Saturday at the Bandstand. It is not only a walk but also includes gentle exercises.  Jackie mentioned they also have other activities available e.g. boules and table tennis available to play at Bedwell Community Centre. Dates and times were unknown.  PPG to advertise the Health Walk. | RW (1) |
| 3. | **Declarations of Interest**  Nothing to report. |  |
| 4. | **CQC Visit Update (18/12/23)**  CQC audits are slightly different now to what they used to do. They either carry out a full inspection if needed or carry out an online meeting to discuss one subject. In our case it was an online meeting and the subject they chose was Access.  The room discussed the process of patients being on hold and the fact the appointment count down doesn’t kick in until you are at number 9. General thought was everybody should be given a number in the queue. RW(1) made the comment he felt response regarding access via the telephone was ‘excellent and brilliant’. It was suggested the recorded message should also explain what, for example, the ‘specialist nurses’ do, so the patient can decide if it is a nurse they need or a doctor. AS will look into this as it may be more appropriate if it just stated nurse.  We need to focus on NHS Choices and highlighting the importance to the patients. RW(1) had left two positive feedback but noticed they were never published on the NHS Choices/BMC site. Wonders if the NHS choices team are filtering the feedback and only putting what they want on? AS will look at. | AS  AS |
| 5. | **OL: Appointments, how can PPG help regarding the 4-week waiting time**  OL mentioned she previously had a direct line to the PCN Care Coordinator, when she worked for BMC. TP dealt with Learning Disability patients and had a work mobile that OL could call direct, to access any bookable service or general query. She has a PA but at present the appointment wait is 4 weeks, when offered an appointment this doesn’t always coincide with having her PA with her to help.  AS informed OL she would speak with her in full regarding this. | AS |
| 6. | **BP Machines on Loan - Deposit**  Unanimous decision that a £5.00 refundable deposit be requested when lending a patient a BP machine to encourage the patient’s returning these when they have finished.  Dr IJ was concerned for those that would not be able to afford this. |  |
| 7. | **Equality & Diversity and positive action to recruit members from underrepresented groups.**  PPG to share information on how to join the PPG and the benefits. Try to encourage a wider age group. | RW(1) |
| 8. | **Thoughts on Triage and how we can introduce this**  All members agreed it was inevitable the appointment system may go to Triage. Triage appointments would be diverted to the appropriate clinical team – Nurses – MH – Pharmacy First – MSK etc. RW(2) asked if the clinical services the surgery currently provide would be sufficient to transfer to triage? RW(1)explained the role of the South PCN and what services they provide the four surgeries. It was confirmed to OL that video appointments could still be requested, and she could also request a GP of her choice with the understanding that it may be a little longer to wait depending when that particular GP is working. |  |
| 9. | **PCN PPG Event Evening – Mental Health 21/3/24**  RW(1) has concerns that he may not be fully ready to promote MH at the evening event as information he requested has as yet not been forthcoming from PCN. He is requesting all PCN surgeries to urgently send out batch messaging to patient’s diagnosed with depression and anxiety and hopes for a good turnout. DT has confirmed he will gather this information. | DT |
| 10. | **BMC Staffing Update:**  **Dr P Khanuja:**  No longer works for the surgery, has moved onto new ventures.  **DL:**  New Reception Manager – has not come from a medical background but has had managerial experience.  **Covid Spring Booster Programme – Starts April 24:**  This will take place at Roebuck in the following order:-  Care Homes  Immunosuppressed  Over 75’s  Remainders  SK asked the question ‘If a patient misses a booster, can they re-start later? - YES |  |
| 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 :-  1st May  3rd July  4th September  6th November  Teams will be set up for those unable to attend. |  |
| 12. | **AOB**  RW(1) discussed the meeting held at BMC where South PCN PPG welcomed the North PCN PPG. He described North PPG group will learn from the South as felt as though the South are ‘miles ahead’.  He discussed the resources the ICB appear to be sending out and unlike the previous CCG, RW(1) has no idea how to get hold of ICB, despite various attempts.  RW(1) carried out a 5S process – a score process against individual questions. RW(1) showed the members in the room a graph/report of random varied questions he had put together as a trial run. He suggested this score process be carried out every month to get a feel and to understand the patients’ thoughts / expectations. Examples of scores and graphs were handed out to PPG members in the room. RW(1) has asked for questions for future surveys.  SK confirmed the BMC Facebook account has been deleted.  M1 asked:-  Do we have a dietician in the surgery - NO, patients would be referred to secondary care if the GP felt appropriate.  Are ICB responsible for surgery funding - YES  **END OF MEETING** | ALL PPG/BMC |
|  | *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 1ST MAY 2024 @ 1pm

AT BEDWELL MEDICAL CENTRE