**Bridge Cottage Surgery**

**Patient Participation Group**

**Minutes**

***19th May 2023***

Chair: Debbie Crossley

Present: David Bell (DB), Carolyn Clark, Jacqueline Pountney, Neil Burns (NB), Sue Fletcher, Debbie Crossley (DC), Dr Hari Pathmanathan (HP)

Apologies: Jan Jacklin, Gillian Turner, Debbie Shearly, James Young

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| **Item** | **Notes** | **Action** |
| Minutes from Last Meeting | March meeting minutes agreed as accurate |  |
| Matters Arising | All actions completed or on agenda for discussion  DC to send a copy of the article send to Welwyn Magazine for July/Aug issue | DC - to assign PPG Member to chair next meeting  ☑ DC – send copy of article to all *(attached with Minutes)* |
| PPG Membership | Discussed need for more active PPG members with wider representation. Those within vPPG to be contacted to ask if they would be interested in attending the meetings.  PPG encouraged to promote PPG to patients as an advocate/forum for concerns. DB/NB offered to bring relevant points from social media to report trends to the PPG meetings.  PPG to consider creating a PPG facebook group to use to communicate to wider audience but without the facility to comment.  It was agreed that DC should send login details for PPG email to all PPG members to enable signposting and regular checking of the email.  It was suggested that communication screens could be used – current call screens don’t show information – DC to action. In the interim a poster should be created to promote the PPG and encourage new joiners | DC – to send survey to vPPG to get feedback response  ☑ DC – to send login details to all PPG members for the PPG email *(attached with Minutes)*  DB/NB – agree date for PPG table in Surgery  DC – organise information to be available on call screens |
| PPG Table | After discussion DB and NB agreed to liaise regarding a convenient date in next few months to ‘man’ the PPG table in the surgery. To liaise with DC regarding supply of appropriate handouts. |  |
| Newsletter | Unfortunately, DC has not managed to produce draft newsletter article yet. Will endeavour to circulate something w/c 22/5 regarding patient record access – agreed it was important to explain what is available and the benefits of having access to medical record information. | DC – to provide newsletter draft for review |
| Staff Clinical Specialisms | It was suggested that it may be useful for patients to be aware of individual Doctor specialist areas. However, following discussion HP suggested that this could be too complicated, and receptionists are aware of which Doctors to book for most issues. |  |
| Report from the Practice | **New GMS Contract**  Dr Pathmanathan explained about the new GMS contract which will change the way GP Surgeries provide services to patients. The current contract finishes in April 2024, however from April 2023 the Government have changed the contract without consultation/communication with clinicians.  The Government is pushing primary care towards a triaging model with patients being signposted to allied health professionals such as prescribing pharmacists.  BCS are one of the last traditional GPs with a largely Partner GP formula and less use of allied health professionals. Other surgeries have already moved to a triage model, some only offer access via e-Consult or telephone. The Partners are reviewing several options to fulfil the contract and trying to decide which works best for our patients and staff. The contract will cause a big change in the way we provide services.  The PPG will be kept informed of any decisions made.  **PCN (Primary Care Network)**  BCS have notified the ICB of their wish to join a PCN and asked to be allocated to a PCN. We have not been allocated yet.  **Pharmacy**  Over the last couple of years, many pharmacies have moved online and more recently Lloyds have pulled out of all their retail pharmacies, selling all high street stores.  Lloyds in Welwyn was on the market with no other interest and BCP struggles for space within the Surgery building, so the Directors of BCP have taken over the Lloyds pharmacy. Lloyds did not allow the use of their name and as a goodwill gesture to the landlord, who is the son of Nina Barnes, the new ownership is called Barnes Pharmacy.  The Partners at BCS share 25% ownership of Barnes. Both are private businesses, and all Lloyds staff were retained. It is hoped that the increased space within Barnes Pharmacy will enable the creation of consultation rooms to supply the needs required by the Government future plans. |  |
| Any other business | DB queried if there had been an issue with the phonelines this week. DC confirmed that there had been a shortage of staff due to sickness and on Thursday during a staff meeting only one person in reception dealing with phones and people coming to desk. In future DC will place a message to inform if extra wait during any period to advise patients to call back. |  |
| Date of Next Meeting | Next Meetings - July – TBA ; Sept – TBA; Nov - TBA |  |