**Bridge Cottage Surgery**

**Patient Participation Group**

**Minutes**

***Monday 4th December 2023***

Chair: David Bell

Present: David Bell, Jacqueline Pountney, Neil Burns, Sue Fletcher, James Young, Shaun Nikiel, Carolyn Clark, Sandra Saunders, Yvonne Bartlett, Henry Bowrey, Ann Land, John Collins, Debbie Crossley

Apologies: Jan Jacklin, Debbie Shearly

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| **Item** | **Notes** | **Action** |
| Minutes from Last Meeting | Minutes from the last meeting were agreed as accurate. |  |
| Matters Arising | Actions from previous meeting completed or on today’s Agenda  DC created newsletter regarding joining PCN but has not sent – DC will send  DC updated flowchart and circulated to all. NB suggested amendments. DC to amend  Agreement from partners to purchase more seating in foyer  Long discussion about NHS App. 66.1% of patients are signed up to use the NHS App at Bridge Cottage. Agreed to look at leaflet and update to provide confirmation of what Bridge Cottage Surgery are doing. Suggest poster to advertise NHS App and also offer help setting up for non-tech savvy patients. Step by step guide for patients to be sourced. Age UK may be able to provide some assistance/guidance for this. | DC send newsletter re-dated  ☑ DC amend flowchart  ☑ DC order chairs for foyer |
| Newsletter | Agreed to base next newsletter (Feb 24?) around ‘how to’ get set up on the NHS App | DC – source ‘how to’ guide for NHS App download |
| Patient Survey Feedback | Survey sent to patients regarding access. Approximately 1,410 responses received. DC talked through the responses. Copy sent with minutes.  DC asked for willing volunteers to complete a website audit on the Surgery website. Any completed should be returned to DC. Audit sent with minutes |  |
| Surgery Table handouts | DC to update handouts for 2024 (Appt flowchart, NHS App, cancer screening, shingles, aortic aneurism) | DC – collate handouts |
| Report from the Practice | PCN involvement going well. The Surgery now have a first point physio once a week and can refer patients to the social prescriber team.  We still have access to appointments in extended access based at Spring House Surgery in Welwyn Garden City. These are mainly Saturday and Sunday but some allocation during the week in the evening.  We also have access to eConsult PCN minor illness hub. Any minor illness symptoms submitted by eConsult can be taken up by the PCN co-ordinators and offered either a telephone or F2F appointment in the minor illness hub in Hertford.  DC notified the PPG that from 1st March 2024 the Surgery will be changing to eConsult triage for all GP appointments. The partners are working on protocols and plans for this and will communicate with the PPG and patients to educate everyone once these have been agreed. More detailed information will hopefully be available at the next PPG meeting. Nurse appointments will remain bookable as they are currently. |  |
| Any other business | * HB raised the condition of the building, picture hooks, sticky marks on windows and internal and external painting needed. DC agreed that this needed actioning. An application had been rejected by the council to replace some external windows, but a new application was going to be made to repair/paint the windows and doors. Also check internal signage is professional. * YB raised a recent telephone scam – elderly are being called by someone claiming to be a healthcare worker who says the person’s details had been ‘passed’ to them and since the person is over 60 they are entitled to a free panic pen, a mobile panic button you can wear on your wrist or neck so that if you have a fall or medical emergency you receive a response within 1 minute. They say the pen is free but the package that comes with it is not. Once bank details are given, no pen arrives, and money is taken from the account. | DC – remove picture hooks, sticky window marks and action paintwork/repairs, check internal signage |
| Date of Next Meeting | Mid February 2024, with end of February date for AGM | DC – send date/time options |