**Bridge Cottage Surgery**

**Patient Participation Group**

**Minutes**

***Thursday 5th October 2023***

Chair: David Bell

Present: David Bell, Jacqueline Pountney, Neil Burns, Jan Jacklin, Sue Fletcher, Debbie Crossley

Apologies: James Young, Shaun Nikiel, Carolyn Clark, Sandra Saunders, Yvonne Bartlett, 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 |  |
| Newsletter | Agreed to base next (quarterly) newsletter around the PCN we have now - what it is, who they are and what will be the benefits/changes affecting BCS patients | ☑ DC – create newsletter and send to all for approval prior to circulation |
| Patient Survey | Agreed to send out survey based on the PCN questions with some slight alterations. Requesting completion within 2 weeks. To be reviewed at next meeting | ☑ – create survey, send electronically and print paper version in Practice |
| Surgery Table handouts | Agreed to wait until COVID vaccine queues are not an issue before starting PPG table sessions. Agreed to put together a list and pack of handouts in preparation to include: Appt flowchart, NHS App, cancer screening, shingles, aortic aneurism. | DC – collate handouts |
| Report from the Practice | DC informed all that Bridge Cottage Surgery has joined Hertford & Rurals PCN from 1st October. We will be allocated a Social Prescriber, First Point Physiotherapist and retain our Clinical Pharmacist. We will retain our access to appointments in extended access based at Spring House Surgery. Once access has been resolved we will also have access to some additional minor illness appointments.  Appointment flowchart to be updated to include details about Social Prescriber and First Point Physio | ☑ DC – update appt flowchart with additional roles |
| Any other business | * Front page of website regarding PPG Minutes – appears to be out of date – DC to check * How do we know how many patients have signed up to the NHS App? DC to investigate * Feedback from flu walk in clinic on Saturday 23rd September – ‘Superb’ and should be noted on website regarding how many we did. * Bridge Cottage Pharmacy – poor feedback regarding service and as in same building as Surgery reflects badly. * Request for bench for waiting at reception – DC to investigate * Dressing appointments at Spring House – patient needs to be told to take dressings with them which should be supplied by Bridge Cottage Surgery | ☑ DC - check website re minutes  ☑ DC - check NHS App figures  ☑ DC – check website re flu  ☑ DC – research seating  ☑ DC – remind receptionists |
| Date of Next Meeting | Early December – DC to send out survey to PPG members | ☑ DC – send date/time options |