**Bridge Cottage Surgery**

**Patient Participation Group**

Minutes of Meeting – Monday 3rd June 2024

Chair: Yvonne Bartlett

Present: Jayne Truran, David Bell, Jan Jacklin, Yvonne Bartlett (chair), Anne Land, Carolyn Clark, Shaun Nikiel, Jacqueline Pountney, Neil Burns, Sue Fletcher, Henry Bowrey, Debbie Crossley (Practice Manager)

Apologies: Sandra Saunders, David Armstrong, Jenny Harding,

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| **Item** | **Notes** | **Action** |
| Minutes from Last Meeting | * Chair Yvonne Bartlett (YB) introduced herself as new chair and invited members to do the same. * **JT** thanked **DC** for amending the minutes and forwarding to members. * The minutes of previous meeting were accepted as correct. |  |
| Matters Arising | * DC had agreed at previous meeting to provide a list of news articles previously published – attached to minutes below * DC has added previous minutes to website |  |
| Practice Report | **New GPs**  **DC** reported that 2 new female salaried GP’s started in May:   * Dr Maneesh Gurram is newly qualified working Tuesday, Wednesday and Thursday. * Dr Tai Sangodele is an experienced practitioner and will work Wednesday and Thursday.   This news was welcomed by the group, and we all look forward to their arrival. This means the surgery has 7 partners and 3 salaried GP’s.  **eConsult**  The planned launch of eConsult is now scheduled for September. There will be communication with patients prior to this date. It was felt there was still some uncertainty around the operation of eConsult.  It was suggested that a short course could maybe happen to increase confidence around the system. **DC** confirmed there would be posters and information available for community groups and patients.  **Pharmacy First**  Pharmacy First is operational and most pharmacies are now operating this system very well. **DC** felt that pharmacies are perhaps more reluctant to issue antibiotics than surgery is. They will offer alternatives and give guidance to improve ailments that they feel do not need antibiotics. |  |
| Any other business | * **JJ** asked if there would be any representation at the Welwyn Festival. **JJ** said there had been quite a lot of interest the last time. There was discussion in the group about previous involvement. It was felt that any involvement needed a focus or a special promotion idea. **YB** (chair) felt that the ‘festival’ was not really the place for this as it was more focused around the fun aspect. Any involvement would have to be instigated by volunteers. It was felt that it would be better to focus any promotions on the surgery and local community spaces as and when a promotion/focus arose eg. eConsult. * **HB** raised concerns about the Pharmacy at Bridge Cottage. He gave examples of various situations when prescriptions were not ready etc. **YB** had observed this happening whilst she was in the surgery and recounted that she had seen a man return for the third time to collect a prescription that was still not ready. The group felt this was not an acceptable situation and could cause great stress to many using this pharmacy. * **HB** who has a background in the pharmaceutical industry stated he had been asked for advice re setting up/running the pharmacy some years ago. He had declined this request. * A discussion followed and the group tried to establish the management structure of the pharmacy. **DC** explained as much as she knew and said that such information would be available at companies house. There was agreement within the group that this matter should be addressed. It was agreed that **YB** and **DB** would set up a meeting with the Pharmacy management to try and improve matters. They will express the concerns raised by the group and make the management aware of the disappointment and the stress this was causing patients. **DC** to facilitate a meeting. * **CC** asked how many full time GP’s the surgery now had. **DC** will report back. * **DB** raised the matter regarding whether carers of patients can attend PPG meetings on behalf of the patients they care for if they themselves are not registered at the surgery. The Bridge Cottage PPG terms of reference were seen as not in line with the Patients Association guidelines. It was agreed they should be amended accordingly. * **NB** asked if there would be a flu vaccination scheme at the surgery again this year. **DC** said she was sure there would be. The group felt this might be a good time to promote the group and encourage membership. It could also be something for the newsletter. * **DB** said the PCN were planning on having a health care meeting at the new Hertford Theatre in September. He will report any further information to the group as he receives it. * **JP** raised some concerns re eConsult and the process it follows. She stated that some local surgeries that were using eConsult were having teething problems. **DC** explained how eConsult will work and assured **JP** that alternative ways of approaching surgery will always be available but that it should in theory enable the surgery to provide a better service. There are undoubtably a lot of concerns around this subject. We need more information to allow us to build confidence. DC felt that eConsult triage will enable those that need to be seen will be able to rather than appointments being filled with less necessary things. * Next week is PPG awareness week. There are forums and zooms that can be accessed via the log in. **DB** and will directly advise anyone who wishes to take part. DC to investigate how to access NAPP member area and will communicate this in due course. | ☑DC - to assist in organising a meeting with senior pharmacy members and a couple of PPG members  *Wed 31st July at 4pm*  DC – to confirm how many WTE GPs  *On July agenda*  DB – to rewrite TOR to allow inclusion of carers of registered patients to join PPG  *On July agenda*  DC – notify PPG when date for flu session has been set  *Provisional – Sat 5th Oct (may be more than 1 day)* |
| Next Meeting | Either w/c 8/7 or 15/7 – DC to send out survey |  |

**Articles topics covered**

2016 - NHS healthchecks

2017 - Health quiz

2018 - Frailty health checks

Stay Safe in the Sun

Prostate Cancer

Health Quiz 2018

Flu season

2019 - Cervical cancer

Meet your PPG

Wehat Extended Access

Hayfever

Blood donation

Wellbeing

Cholesterol

Alcohol awareness

BCS services update

Dementia friendly café

2020 - COVID and BCS

Smoking

2021 - Healthy hub

WGC Urgent care

12 ailments of Christmas

Heart health for women

2022 - Ovarian and prostate cancer awareness

Social prescriber

Diabetes

DNAs

Altzheimers

Osteoporosis

Mindfulness

Reading well

2023 - Introducing the NHS app

10 top tips for healthy weight

2024 - Protect your child against measles