**Bridge Cottage Surgery**

**Patient Participation Group**

Minutes of Meeting – Thursday 18th July 2024

Chair: Yvonne Bartlett

Present: Henry Bowrey, Neil Burns, David Armstrong, Ann Land, John Collins, Jenny Harding, Yvonne Bartlett, Sandra Saunders, Debbie Crossley

Apologies: Shaun Nikiel, David Bell, Carolyn Clark, Jayne Truran, Jan Jacklin, Jacqueline Pountney

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| **Item** | **Notes** | **Action** |
| Minutes from Last Meeting | Last Minutes agreed as accurate |  |
| Matters Arising | Meeting organised with BCP Directors and any PPG members wishing to attend on **Wednesday 31st July at 4pm**. It was suggested that anyone with questions could send them to Debbie prior to the meeting to enable them to be prepared and responses given at the meeting. | ALL – email questions to ask BCP Directors to DC |
| PPG Secretary | Following resignation of JT from PPG Secretary position- invitation to any other member willing to take on this responsibility. DC to provide brief outline of role | ☑ DC - provide brief job role for PPG secretary |
| Report from the Practice | * DC confirmed the FTE (full-time equivalent) figure for GPs at the Surgery is currently 8.4 which equates to 1,845 patients per FTE. Nationally this figure is over 2,000 patients per FTE. * eConsult total triage is currently on hold due to change in government. We await plans to assess whether it is appropriate to proceed. * New Salaried GPs are getting on well. * PCN are working on providing NHS App help sessions to patients and will be providing NHS App Champion training to our reception manager so that she can train the reception team to be able to help patients access and use the NHS App. * PCN are also looking at producing information for patients about events and activities which are available in their local area. * Flu Season – plan at least one session on Saturday 5th October. Surgery will invite patients to book into an appointment slot for their specific vaccine, whether just flu or RSV/shingles/pneumonia as well. Information will be sent primarily by text/email but those without this facility will be given another option. * It was suggested that when invited to book, patients are given the option to state if they have mobility issues and need extra assistance. DC to investigate the option for ‘drive by’ vaccination. | DC – investigate ‘drive by’ and mobility options |
| PCN PPG Event - September | PPG members felt that the event was aimed at Hertford and Ware practices. Anyone interested in getting involved in the event in September should contact Debbie who can then get in touch with the organizers, as no clear contact details on the Minutes provided. |  |
| N.A.P.P. Logins | All given the opportunity to decide if they wish to have access to the NAPP website. There are 9 more logins available should anyone be interested. Anyone interested should contact Debbie. |  |
| Amended TOR | New amended Terms of reference agreed. DC to contact carer to invite them to resume attendance at the PPG meetings if they wish. | ☑ DC – invite carer to rejoin PPG |
| Any other business | * SS raised difficulty booking an appointment with specific GP as follow up – took some time to get appointment * JH raised the issue regarding ‘Telephone Results Only’ slots being told that they could be at any time. Those working in schools, for example, need a more accurate time to ensure they have their phone with them rather than being told it could be any time during the day * SS stated that it was very hot in the waiting area and requested a fan * HB raised issue regarding uncertainty of patients of how to consent to access to their spouse/family member to speak about or have access to their medical information. Suggested a form would be useful giving options of what the patients wish to be accessible and to who. DC to create form | DC – feedback to partners  ☑ DC – place fan in waiting rooms  ☑ DC – create consent form for patients |
| Next Meeting | 31st July 4pm – PPG meet with BCP Directors  W/c 9th Sept – PPG Meeting – DC send survey | DC – send survey for w/c 9th Sept |