**Bridge Cottage Surgery**

**Patient Participation Group**

Minutes of Meeting – Tuesday 10th July 2024

Chair: David Bell

Present: Debbie Crossley, Henry Bowrey, Neil Burns, Anne Land, Carolyn Clark, Jacqueline Pountney

Apologies: Jenny Harding, Sandra Saunders, Sue Fletcher, Jan Jacklin, Yvonne Bartlett, Jayne Truran, David Armstrong, Caroline Griffiths

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| **Item** | **Notes** | **Action** |
| Minutes from Last Meeting | Last Minutes agreed as accurate |  |
| Matters Arising | E Consult – to be discussed in Practice report.HB – thanks for the ‘Discuss My Health’ form giving consent for others to speak on patient’s behalf. Available online or paper copies from Reception. |  |
| Report from the Practice | * eConsult total triage is currently on hold – Partners not sure that it is right for the Practice. Different options discussed at recent Partner’s meeting.

Currently looking at a Voice System that uses the Surgery phone line and is available 24/7. It is connected to SystmOne and patients will also be able to make and cancel appointments, request prescriptions, make Physio / Nurse appointments and make verbal requests. You won’t have to use a computer in order to access the service and it can be used instead of going through Reception.* NB asked if this AI and does it have longevity?
* CC asked how the system identifies a patient.
* DC replied that it would be the same as SystmOne, it uses patient’s DOB and Name. Pharmacy requests will need a pin number to access.
* NB asked when the service would go live?
* DC thought in the next couple of months if they went ahead with it. The PPG could possibly test it out once live and give feedback. The EConsult triage is not compulsory for the Practice and this system means that there would be different ways for patients to contact the surgery without having to use a computer or being triaged by EConsult at Reception.
* Practice Nurses Jayne and Liz left at the end of August and a new Practice Nurse (Dee) will be starting soon. BCS will also be recruiting a pharmacist to cope with the medication reviews – this will be part-funded by the PCN.
* The Minor Illness Hub run by the PCN in Hertford is being dissolved.

HB asked what the preferred way was for doing medication reviews – face to face or online.DC said that either way was fine.* Flu Season – plan at least one session on Saturday 5th October. Surgery will invite patients to book into an appointment slot. Information will be sent primarily by text/email but those without this facility will be given another option. COVID vaccines not available at the Surgery and RSV vaccines must be done separately so separate roll out for that from the Flu vaccine
* The Surgery is going to start using a company with an IT System that can register new patients so that patients don’t have to fill in paper registration forms. It will be available on the surgery website.
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| BC pharmacy update | HB felt it had been a useful meeting. They want to make better use of Barnes Pharmacy. There seems to be poor stock inventory – it was felt that this should be perpetual, but it wasn’t. Privacy for patients is still an issue – could the Pharmacy use part of BCS waiting areas? Long waits for medication collection still an issue. It was felt there should be a follow up meeting at the end of October. | DC – investigate a date |
| Any other business | * HB suggested a PPG membership expertise list.
* HB felt that it wasn’t always possible to find out results using the NHS App
* JP felt that some texts sent to patients weren’t always appropriate and a phone call or face to face contact would be better – particularly for sensitive subjects such as new test requests.
* JP said that SystmOnline was still showing ‘patient informed’ when they hadn’t been.
* DB said there is a useful Facebook page for the ICB Patient Engagement Forum and was good for keeping up with current news.
* DC had a good meeting with the Social Prescribers which was very helpful. They are able to help with a wide range of things including help with housing / wheelchairs / moving costs. They have a valuable knowledge bank. The BCS SP is Mary. BCS is also putting a Surgery Carers Champion in post.
 | DC – to follow up with GP’s |
| Next Meeting | PPG Meeting – DC send survey | DC – send survey  |