**Bridge Cottage Surgery**

**Patient Participation Group**

Minutes of Meeting – 14th November 2024 – 3pm

Chair: David Bell

Present: Debbie Crossley, Jacqueline Pountney, Carolyn Clark, Neil Burns, Jenny Harding, Henry Bowrey, Sandra Saunders, Sue Fletcher, Jan Jacklin, Anne Land

Apologies: Yvonne Bartlett, Caroline Griffiths

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| **Item** | **Notes** | **Action** |
| Minutes from Last Meeting | Last Minutes agreed as accurate |  |
| Matters Arising | Minor Illness Hub at Hertford & Rurals PCN has now stopped |  |
| Report from the Practice - **DC** | * The new test telephone number is now live and can be used alongside the normal Surgery number. NB: the 2 numbers are very similar.
* Discussion around the information provided in the main greeting – is it too technical? Some of the wording to be changed to make it clearer. Need to re-write paragraph about Pharmacy First and make the MSK information clearer as this is a triage system not a treatment system.
* This new telephone service is aimed at those who cannot access appointments via NHS App or computer or who can only access the surgery out of hours.
* Currently still not possible to make GP appointments through the new system – patients need to ring the Surgery directly. If patients ring through out of hours, they will not be able to book appointments. This needs to be done during the day.
* **DC** gave out copies of the poster to be designed to inform patients of the new telephone line and asked for comments.
* Pharmacy First – people being directed to Barnes. Patients having deliveries have been transferred to Barnes.
* Pharmacy First patients will be contacted by the pharmacy by phone following referral and may be asked to attend a face to face appt at the pharmacy.
* Pharmacy First patients may have to pay for medication if they don’t fulfill the criteria for the pharmacy first service or if OTC (over the counter) meds are recommended
 |  All |
| BCS Flu Vaccination clinic**Dr Sai Maheswaran** | * **Dr Sai** came to offer apologies to the PPG on behalf of the Surgery for the way the Flu vaccination clinic was run this year. They acknowledge that it didn’t run to their expected high standards. They were trying to make it more efficient but in the event that proved not to be the case. This year patients were not sent letters with timed slots and so they had to be booked in on the system when they arrived, the system had to be checked to make sure they were eligible, then booked in with the Nurse doing the vaccination who also had to code it. The Practice is currently doing an evaluation for next year’s clinic.
* **NB** asked if the Pharmacies should be doing the Flu vaccinations instead. **Dr M** said there was some financial gain for the Surgery although this could be overridden by other factors such as overordering supplies.
* **JP** asked why patients hadn’t been sent letters this year as normal. Dr M replied that there was a huge expense to the Surgery in sending out thousands of letters so they had hoped that this system would have worked better.
* **JH** asked that the Staff be commended for the hard work that they put in on that day despite the queues.
* **NB** asked if the COVID vaccine also be offered by the Surgery? **Dr M** replied that the Partners are formulating a new plan for their vaccination programme.
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| Hertford & Rurals PCN | * **DB** Very successful event in Hertford Theatre with stalls covering smoking cessation, Lung issues, Blood Pressure, Health walks, NHS APP training. Showing what other surgeries are doing in improving their areas.
* There will be some training available for the NHS APP in Tewin and Datchworth. Is this something that could be done in Welwyn?
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| Any other business | * **DC** would appreciate recommendations of a Handyman for the surgery.
* **HB** Feels there is a lack of communication between BCP & Barnes. Patients have had their collection points moved to Barnes without being informed of this. They are

also not being sent the text messages promised to say that medication is ready.  | DB & JH to adviseTo raise at the BCP meeting |
| Next Meeting | * Bridge Cottage Pharmacy Meeting 4th December 2024 @ 12.30pm
* PPG Meeting – 6th January 2025 @ 3pm
* PPG AGM – 20th February 2025 – 7pm
 | As many to attend as possible please |