**Bridge Cottage Surgery**

**Patient Participation Group**

**Minutes**

***28th March 2023***

Chair: Debbie Crossley

Present: Debbie Shearly, Jan Jacklin, David Bell, James Young, Carolyn Clark, Jacqueline Pountney, Neil Burns

Apologies:

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| **Item** | **Notes** | **Action** |
| Minutes from Last Meeting | January meeting minutes agreed as accurate |  |
| Matters Arising | All actions completed  Agreed for Chair to rotate monthly between the PPG Members, except Jan who did not feel able to chair. |  |
| PPG Membership and Structure | Agreed that PPG would benefit from additional members to attend meetings and be more involved. Those within vPPG to be contacted to ask if they would be interested in attending the meetings.  Request was made to re-circulate the PPG Terms of Reference and to make clear to the Surgery population of the role of the PPG | DC – contact vPPG to encourage attendance  DC – circulate PPG TOR *(attached to Minutes)* |
| Targets for 2023 | Agreed to try replacing monthly news articles in local magazines with a quarterly A4 one-sided newsletter produced by the PPG to include health issues and practice information.  Patient record access – agreed it was important to explain what is available and the benefits of having access to medical record information.  DS – offered to edit any content for the newsletter prior to being put together by DC. DC to send through some information to DS.  Possible survey for vPPG – remind vPPG of the purpose of the PPG. ‘Participate and Support the Practice to Improve what the Practice offers to the Patient Population’  Survey questions - Do you know you can access your medical record? Do you use the NHS app? Do you use Systmonline? Would you like more information about this? | DC – to send information to DS for editing |
| Coping with Dementia Event – Welwyn | DC informed the PPG regarding an event organised which would be held at Welwyn Civic Centre. We were asked if the PPG could support but as it was unclear exactly what was required it was agreed that publicising the event would be the most beneficial.  *Following the PPG Meeting – DC was contacted to confirm that the event was organised, and Bridge Cottage agreed to put up posters in the Surgery and on the News page of our website to publicise but it would not be appropriate to email/text any patients directly regarding the event.* | *Poster regarding event attached to Minutes* |
| Report from the Practice | A listed building application to replace, repair and repaint the windows in the older part of the building has been submitted to the local council.  The majority of lights within the practice have now been converted to LED and some remedial works to redecorate will now need to be organised.  Some old signage has also been removed and replaced outside and inside the building.  There was discussion regarding the Partners and Doctors within the Surgery and DC suggested that a list of the current Doctors and how long they had been with the Surgery may be useful | DC – circulate list of Doctors and how long they had been at the Surgery to PPG  *(attached to Minutes)* |
| Any other business | JP – expressed concern regarding follow up treatment after hospital attendance. Suggested when patient is requested by hospital to have something done at the Surgery – ie, dressing, ECG; if no appointment is available, receptionist should ask advice from clinician  Urgent care service at QEII – query regarding what is covered by them  Positive feedback was given regarding service at Codicote pharmacy | DC – circulate information regarding issues appropriate to attend urgent care at QEII  *(attached to Minutes)* |
| Date of Next Meeting | Survey to be circulated to agree date/time and F2F/Virtual w/c 15/5 |  |