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| **Bridge Cottage Practice PPG Minutes** | | |
| **Meeting Date** | Tuesday 17th January 2023 | |
| **Present.** | Debbie Crossley, Ian Skidmore, David Bell, Jacqueline Pountney, Roger Aubrey, Carolyn Clark, Neil Burns, James Young, Gillian Turner | |
| **Apologies** | Sara Otty, Jan Jacklin, Debbie Shearer, Jane Coates, Lesley Watson | |
| **Agenda Item** | **Notes** | **Action** |
| Minutes | Minutes of the meeting of 21st November were approved. |  |
| Matters Arising | Covered by the Agenda |  |
| Report from the Practice | **Patient Population**  DC updated on current population figures:  Patient population – 15,601  Patients with online access – 9,541 (58.4%)  Patient consent for SMS – 4,610 (28.2%)  PPG Members – 126 (incl. virtual and meeting)  DC agreed to circulate population information breakdown.  **Housebound Flu/COVID**  Housebound flu and COVID visits should be completed by the end of next week.  DC was asked to investigate how many housebound patients we have – (approximately 300)  **Appointment Rota**  From 23rd January new rotas will be in place. Increased number of advance bookable appointments for 1, 5 and 10 days ahead, some available to book online. Changed book on the day appointments to be called “Minor Illness/Emergency” appointments.  Also, new 5 minute “Telephone – Results Only” appointments for patients to discuss results with the Doctor. These are not embargoed so are available to book as soon as they are added to the computer rota. These are not available to book online.  We now only have ¼ of a day’s appointments as book on the day ‘Minor illness/Emergency’ and the remainder are bookable in advance.  We have made these changes following patient feedback requesting more advanced bookable appointments. We will be monitoring the appointments to ensure we have got the levels correct.  We have had a few new receptionists start over the past couple of months who are settling in. It will take them time to learn everything but so far they are happy in their roles.  It was requested that staff have sufficient training in terms of empathy and dealing with unwell patients – DC agreed to investigate this. | ☑ DC – send patient breakdown; number of housebound patients  DC |
| Patient access to new data | Patient Record Access will go-live when preparations are complete and Partners are satisfied that we have protocols in place to prevent patient upset from information released.  Patients will be able to view test results, consultation information, clinic and discharge letters from secondary care (ie, hospitals) which are filed to their record from the date of go-live onwards. Safeguarding and third party data will not be available.  DC agreed to circulate information regarding patient record access and NHS App with list of benefits for PPG to review and amend/make suggestions for improvements. This should then be prepared in readiness to circulate to patients. | ☑ DC – send NHS App and patient record access text for review  ☑ DC circulate info  All respond |
| Other Communication matters | The next parish article will be about encouraging use of the NHS App.  We should consider using the Parish Council quarterly newsletter to promote this. Goes to all households in the Parish | SO |
| AGM | It was agreed that AGM be 20th February 2023 at 7.30pm in the meeting room at Bridge Cottage Surgery. The vPPG needs to be made aware of this and invited  Re-election – All PPG members have to stand down and if they wish seek re-appointment. This is usually just a formality. The vPPG needs to be made aware that this is an opportunity to join the PPG meeting should they wish.  The same process applies to officers. A rotating Chair is a possibility to share the load. | ☑ DC – invite PPG to AGM  ☑ DC – inform vPPG of opportunity to join meetings |
| Any other business | JP – Concerned messages sent with med requests via S1 are being ignored and not actioned. *Update - Sometimes online messages are easy to miss – staff try to ensure these are actioned*  JP – Concerned re ventilation in waiting areas and number of patients in area. *Update – COVID rules regarding ventilation are no longer in place, however, we will produce a poster for the waiting rooms to invite patients to ask reception to open a window if there are large numbers in reception and they are concerned*  JP – raised layout of consultation rooms, when Doctor and patient are unable to have Face to face discussion due to location of computer – DC confirmed this had just been discussed in a partners meeting and we plan to investigate this in affected rooms.  G – raised whether we refer to alternative medicines, ie homeopathy, dietary and therapies on NHS to give patient choice – *Update - No direct route to alternative clinics. We have dietician and wellbeing service and MSK /pai management clinics may refer for acupuncture* | ☑ DC – investigate script messages  ☑ DC -investigate ventilation  ☑ DC – investigate alternative therapies |
| Next Meeting | TBA |  |