**Bridge Cottage Surgery**

**Patient Participation Group Meeting Minutes**

31st July 2023

Chair: David Bell

Present: David Bell, James Young, Jaqueline Pountney, Carolyn Clark, Neil Burns, Sandra Saunders, Debbie Crossley

Apologies: Jan Jacklin, Sue Fletcher

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| **Item** | **Notes** | **Action** |
| Minutes from Last Meeting | * Minutes from previous meeting agreed as accurate.
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| Tasks/Updates from last meeting | * DB/NB to discuss date for PPG table in Surgery.
* NB confirmed recent feedback from Kimpton chat sites – complaint initially about Bridge Cottage which was found to be about the Pharmacy and the Surgery was defended by Kimpton residents.
* DB had tried to access the PPG email but needed the activation code sent to DC. DB/DC to liaise when DB wishes to access the email account in future.
 | DB/NB - discuss date for PPG tableDB/DC - liaise re PPG email access |
| PPG Membership | * Survey sent to over 100 vPPG members returned 24 responses.
* 14 members chose to continue
* 7 members wished to be more involved
* 3 members wishes to stop (they have been removed)
* 1 member is already a committee member
* DC to invite all 7 members to the next meeting and send them Terms of Reference
 | ☑ DC - invite 7 interested vPPG to next meeting |
| PPG Newsletter articles | * June Newsletter covered positives of access to medical record.
* NB suggested it would be helpful to provide information/workshop to assist patients in setting up online access via Systmonline and NHS App as some patients may struggle with the technology.
 | ☑ DC – check newsletter added to website and circulated |
| Patient Survey | * Agreed that a survey should be sent to patients. All agreed to send in between 8-10 questions that require yes/no answer by the end of the week and DC to produce the survey for approval.
 | ☑ ALL – email survey questions suggestions by end of the week |
| Access to Medical Records | * DC informed that patients will now have access to their prospective full medical record from Monday 31st July 2023. Anything on or after this date will automatically show on a patient’s online access system.
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| Report from Practice | * Several admin staff changes recently with retirements. Currently in another round of staff training.
* DC informed of a proposed new elective care hub in St Albans Hospital. It will focus on high volume, low complexity surgery to reduce waiting times for patients. See information below:

**How the hub would benefit patients**The elective care hub will focus on carrying out specific routine orthopaedic, ear nose and throat (ENT) and ophthalmology surgical procedures which are categorised as low complexity and where we can achieve a high throughput of patients.Focusing on high volume, low complexity (HVLC) surgery, will provide the biggest impact in reducing the wait times for patients by 2026.Patients would be offered the choice to go to St Albans hospital for their procedure, or to stay on the waiting list of their “home” hospital trust.As the hub would be separated from emergency services and procedures, surgical beds will be kept free for patients waiting for planned operations, reducing the risk of short notice cancellations, and improving infection control.**Proposed hub location**Following a detailed review of various locations in Hertfordshire and West Essex in October 2022, system leaders selected St Albans City Hospital as the proposed site. This is West Hertfordshire Teaching Hospitals NHS Trust’s planned care site for surgery and cancer services.Planning permission has been submitted, and NHS England will confirm by August whether we have been awarded the funding for the surgical hub. If so, the hub would aim to open in spring 2024. Residents living near to St Albans City Hospital have been told about the plans for the elective care hub and are being kept involved while preparatory building works take place.**Patient engagement**Work is being carried out by all three hospital Trusts on the clinical and operational model of the hub – how it will work in practice. As part of that work, we are exploring how this will work for patients – particularly around travel and ensuring equal access for all patients.The team will be engaging with patients, the public and stakeholders over the coming months to ensure that their views feed into the development of the hub and access to it.We would welcome your support in the future on this public engagement and will share further information with you in due course.If you have any questions about the hub, please do get in touch. You can send any enquiries or requests to the elective hub email address which is hweicbhv.electivehub@nhs.net. |  |
| Any other business | * JP said that a link to book a blood test on our website is not working. DC to investigate and resolve. DC to also check that all information on the website regarding blood tests is correct and up to date.
* Agreed to make a note to encourage patients to check the blood tests they need and ensure the phlebotomist does the ones that are meant to be done.
* SS raised issues regarding the pharmacy and queried why a BCP script could not be done by Barnes and vice-versa. DC explained that they are two separate businesses. SS wished to change to Barnes and DC explained that this could be requested by Barnes or done at the Surgery. Patients are entitled to choose the pharmacy they wish to use.
* DB had been told he could not have his med review done during a diabetic review. DC to check if this is correct.
* DC to check what the ‘no appointment’ message said as some felt it was not clear that this was just the book on the day appointments.
* SS requested approval to start putting together a dementia information pack which could be given to patients on diagnosis to show where to get help and support. All agreed this was a good idea. It was felt a similar information pack would be useful for other conditions, eg diabetes
 | ☑ DC – resolve link issue and update on website☑ DC – check re med review☑ DC – check ‘no appt’ message (Currently, we have no book on the day appointment slots for this appointment release period, however we may have something to book in one, five or ten days time. We release appointments at 8am and 12pm each day. If you're calling about something else or need urgent assistance, please hold .) |
| Next Meeting | Pencilled in Thursday 5th October  | ☑ DC – send Survey to agree time (link emailed with minutes) |