

Minutes for PPG meeting
Tuesday 1st March 2022– 6:30pm
Virtual meeting

Present

Ella Thompson
Cicely Thomas
Karen Evans
Barbara Bryan
Rosemary Bennett
Anne Whitham
Nola Hoggard

Apologies

Ian Campbell
Anne Wakefield
Wendy Rigby
Carol Gregory
David Jones

Minutes taken by Ashleigh Dodd

The meeting started by everyone welcoming Nola Hoggard, who has recently joined the Ridgeway Surgery with her husband, to the group.

Surgery Survey

Ella received feedback from the group with their ideas about the “Pandemic Survey”. This has since been completed and agreed by everyone. It has now been launched. Simon approached Footfall who have added it to the surgery website so people can fill it out online, along with posters being put up in reception asking people to complete it. It has also been added to patients’ appointment reminder texts. Ella will check with Simon to see if some have gone out through Survey Monkey. Unfortunately, we have only received 8 responses so far and will need some more before the next survey is launched so it is essential that we try to promote it a bit more.

The next survey that will go out will be “Patient Experience” and Ella asked the group if they had a chance to look at the sample survey she had sent out and if they had any ideas to put forward. It was agreed question 1 was not needed and Karen suggested ‘How did you find the quality of the environment’, which everyone agreed was a good question overall to start the survey with. Ella shared her screen with the group which showed a template of a survey which another surgery had used which was useful. It was agreed the environment, receptionists, reception area, cleanliness and services provided should all be included in this survey. Ella will take away everyone’s ideas and will send everyone the finished product.

Cicely and Karen are willing to attend the surgery to give out hard copies of the survey if needed which would be great. Receptionists could also give out hard copies to patients when they check into their appointment, especially on afternoons such as Wednesday when

baby clinic takes place as this will widen the demographic of people we get i.e., young parents. Ella will print some out and get them left on reception.

Ideas Alliance

Cicely reminded the group about Ideas Alliance. If anyone wishes to send their Covid, lockdown etc. experiences please send them to Ella or Cicely who will forward them on. They will be collecting these until the end of March.

Flower Tower

Karen explained to the group her involvement with the Flower Tower project. This is a plan to get everyone in the community including elderly, school children, isolated people involved in doing a craft exercise to celebrate the upcoming jubilee. Anybody that is interested in knitting/crocheting can join in by making flowers that will be displayed on the church grounds and Coronation gardens. The unveiling will be 27th May 3.00pm where there will be tea and cake. Karen also commented how well Sedgley is doing at the moment with getting the community together.

Bereavement club

There will be a bereavement afternoon starting for everybody in All Saints Church Hall. Ella is to check that the surgery has received a poster with regards to this. This will be run by people who have had training from Compton. Cicely raised her concerns that people need to phone the Parish office beforehand if they wish to attend which she feels may put people off especially as the office is only open limited hours. She will pass on Gail's number/email to Ella for further details.

Karen also asked Cicely to get more details about the dementia group that they have been advertising.

Cicely is very keen to get the Bereavement afternoons started again at the surgery.

Surgery report

Overall it is very quiet and not a lot to discuss at the moment. Ella went through the surgery report, staff changes, patient records etc. Extended hours should start again in April for surgeries within the Dudley area.

AOB

- Cicely gave an overview of the duties carried out by Integrated Plus to update Nola.
- Everyone is in favour of having joint meetings with the other PPG teams and working together. This may include going to the Northway Medical Centre quarterly. Ella and Anne to speak to Steve Pritchard to get his view on this idea.
- Our PPG meetings to be face to face next time hopefully but anyone who wishes to attend virtually can do so.