

Friends of the Ridgeway Surgery
PPG meeting minutes
Tuesday 30th May 2023

Present:

Ella Thompson – Practice Manager
Cicely Thomas
Ian Campbell
Anne Wakefield

Minutes taken by Ashleigh Dodd

Apologies:

Karen Evans
Wendy Rigby
Barbara Bryan
Rosemary Bennett
Carol Gregory

Present & Apologies

Apologies noted. It was pointed out that many people are sending their apologies and not being able to make meetings. *Is there a reason for this?*

Last PCN meeting discussed. Ian mentioned that it felt a bit rushed. This should be corrected for next time, as the meeting is starting earlier.

Next Surveys

PPG to come up with questions they feel we should be asking in the next survey. Ella to make a draft and circulate to members to ensure they are happy. It was agreed that this survey is going to be short and sweet and handed to a selection of patients. It was asked if any areas for improvement are continuously being flagged up in the surgery. *Cicely, Ian & Anne all happy to attend the surgery to give out paper copies maybe one Friday a month, along with newsletter.* Also, to be put online/in the waiting rooms.

Newsletter/Possibility of a joint PCN one

It was thought that receptionists could give out the newsletter when people are checking in for their appointment if they have a quiet afternoon. As above, Cicely, Ian & Anne happy to help give them out. We have had no feedback from them as yet.

Ella to ask Lisa/GP to do the next bio for newsletter.

Joint PCN newsletter discussion to be held at the next PCN meeting. *It was agreed that Ella is to contact PCN PPG members to ask them to bring something to the next meeting to contribute towards the newsletter/come up with ideas of what they would like included, to enable Ian to assemble it and get it sent out for some time in November. This is to be added to the next agenda.*

The Doctor Will See You Now?

See attached leaflet. DIHC have arranged an event on Wednesday 14th June 2023 5pm-7pm at Brierley Hill Civic Hall. The idea is to give attendances information regarding accessing primary care, the different roles in primary care and ideas on how people can work together to make a positive impact on their health and wellbeing. It would be appreciated if someone could attend to represent us. *Ella to send out the information to PPG members/Ridgeway staff again. Poster also to be put up in waiting rooms.*

Improvement Plan Initiatives

Ella explained improvement plan initiatives. This is a requirement the surgery had to take part in at the end of April where Ella had to take two areas of the surgery and note how improvements could be made.

The first area that was chosen was about the wellbeing of staff i.e. a staff survey was sent to all employees.

The second was regarding access and improving demand and capacity. Here, a national system was put in place to pull out data regarding all appointments that are made, which allows us to check all criteria is being met. From now on, everything has to be logged including all patient interaction, which is also something the GP assistant can help with.

Covid Vaccinations/flu

Currently just having covid clinics on a Tuesday afternoon for over 75's and immunosuppressant patients. The uptake has been quite good.

Ella has had notification that healthy 50-64 year olds will not be eligible for the flu jab this year but this can change.

Surgery Report

Ella mentioned a few changes happening within the surgery. The surgery has a new GP assistant, who is a PCN member, doing both clinical, admin & QOF work. The surgery is also advertising for a new ANP.

The pharmacy next door to the surgery is currently up for sale. Ella has not been updated regarding this yet.

Chloe will sadly be leaving the surgery to start her new job at the hospital so there will be a new job advertised for an apprentice.

AOB:

- Ella mentioned the appointment system is changing within the surgery. This is a national new contract and should not affect the surgery too much.
- Nasal spray study was discussed, which Ian & Cicely are taking part in.
- Cicely said it would be appreciated if Dr Girish could attend one of the meetings.

Important future dates:

4th July - 6.30pm – our PPG meeting at the Ridgeway

11th July – 6.00pm - Northway Medical Centre (SCG PCN PPG joint meeting)

3rd October 6.30pm - our PPG meeting at the Ridgeway

17th October – 2pm Northway Medical Centre (SCG PCN PPG joint meeting)

7th November – 6.30pm - our PPG meeting at the Ridgeway

16th January – 1.30pm Northway Medical Centre (SCG PCN PPG joint meeting)