

Friends of the Ridgeway Surgery
PPG meeting minutes
Tuesday 5th September 2023– 6:30pm

Present:

Ella Thompson – Practice Manager
Cicely Thomas
Karen Evans
Ian Campbell
Anne Wakefield
David Jones

Minutes taken by Ashleigh Dodd

Apologies:

Wendy Rigby
Barbara Bryan
Rosemary Bennett
Cllr. Adam Aston

1. Present and Apologies

Noted

No problems with previous minutes
No urgent matters arising to discuss

2. Privacy notice – discussion

New privacy notice has been created by the surgeries data protection officer and emailed to PPG members. It has details about how member's details are stored and Ella just wanted to make everyone aware. Ella stated that she always sends emails BCC in order to keep email addresses private and does not share telephone numbers or personal details with other PPG members unless they give their explicit consent. A discussion was held and everyone was happy

3. New website feedback

Everyone agreed that the new website is excellent, simple and easier to use than the last one. Members who have not yet filled in the feedback form will do so when they can.

4.

a) Surgery survey – MS forms – update

The final draft was sent round and approved by everyone. Ian suggested that we add another box to the end of question 1 and Wendy had emailed to suggest we look at the wording of question 10 and consider asking for suggestions on how we can improve the services and experience we offer patients at The Ridgeway Surgery.

The survey will be sent out via text depending on the length and also put on the surgery website. Cicely is happy to give hardcopies out on a Friday morning and also at covid clinics,

which will be a huge help. Ella commented that it has been created in a Microsoft format which collates the information automatically instead of being done manually, which will save admin time. Everyone remarked that the questions are very good and straight to the point.

b) Friends & family and NHS survey result

Friends & family survey as well as the NHS survey results were discussed. The group also went through the learning points and negative comments that were made. Overall, the results were very good.

We reviewed the results of the GP National survey and everyone is pleased with how the surgery has been rated. Anne Witham from Northway PPG has done a comparison between SCG practices which will be looked at the next PCN PPG meeting.

5. Newsletter

It was agreed that once Ella has received confirmation regarding Covid/Flu clinics she will let Ian know in order for him to complete the next newsletter. Material to be included:

- Childhood vaccination pop – up clinics **Action:** ?Ella unsure if this is still running so she will check
- The piece of writing Dr Turton has created about being a GP
- Covid and flu information
- Friends & family learning points
- Information regarding Anne's experience with cinapsis
- A piece from Dave regarding his new job role

Ian agreed to get a draft newsletter created and sent to Ella to edit for the final piece. Thank you Ian.

Everyone was in agreement that we have not had much response from the joint PCN newsletter, therefore to forget about this.

6. Support for social media – Note from Helen Codd

Cicely went through information that Helen had emailed to her regarding Karen's query about funding available for social media. As the surgery already uses social media, it was felt that this was not relevant. If anyone requires further information, please ask Cicely to email the details.

7. Appointment system

See surgery report – all details regarding the new appointment system is included in surgery report. It was suggested this information could be added to the newsletter. The new system appears to be working well so far.

8. Surgery Report

A discussion was held about the surgery report. Cicely commented that it was nice to see a lot of new members joining The Ridgeway Surgery Team. It was suggested that just before

Christmas, the surgery will hold a social get-together for everyone to meet new members of staff and an opportunity to thank PPG members for their help.

9. AOB

- Covid and flus will be given at the same time. As soon as Ella is updated, eligible patients will receive a text to let them know what is happening.
- Ella gave a brief update regarding the surgery's role with regard to caretaking at Bath Street Medical Centre and how the surgery is supporting them to pass their next CQC registration.
- Cicely went through details regarding Coseley's family hub and the conversation she had with Georgia Webb in regards to mother/toddler groups etc. She recommended Georgia attends the January PPG PCN meeting.
- David gave an excellent speech detailing his new job role working with young adults that have mild learning disabilities.

Next meeting: Joint PCN PPG meeting at Northway 17th October 2pm