

**Friends of the Ridgeway Surgery**  
**PPG meeting minutes**  
**Tuesday 7<sup>th</sup> November 2023– 6:30pm**

**Present:**

Cicely Thomas  
Karen Evans  
Ian Campbell  
Anne Wakefield  
Wendy Rigby (joined via MS Teams)  
Ella Thompson – Practice Manager (minute taker)

**Apologies:**

Barbara Bryan  
Rosemary Bennett  
Cllr. Adam Aston  
David Jones  
Ashleigh Dodd – Practice Secretary

**1. Present and Apologies**

Noted

**2. Minutes of last PPG meeting and PCN meeting**

Query as to whether the minutes were distributed – ET will resend.

**3. Paper leaflets to hand out on Aortic aneurism?**

ET to ask a GP to create a leaflet for AAA and the PPG will come up and hand it out.

**4. Outcomes from PCN: Dr. Girish suggested we:**

- a) Talk to patients in specific groups – eg deaf, learning difficulties, long term health problems – to ascertain their views on the practice**

Discussed how the PPG meets with minority groups, such as deaf patients and how their involvement with the surgery and the services we offer could be improved. It was agreed that experts need to advise on how to do this.

WR advised that we need to address if we are meeting the needs of groups such as learning disability patients, those with hearing impairments, those with visual impairments and patients whose first language is not English.

It was agreed to ask Jason Griffiths from Healthwatch to see if he could advise further.

WR agreed to approach Queen's Cross (Queens Cross Network is our local support centre for adults with physical and/or sensory disabilities) and them if they would speak at a PPG meeting.

Also to consider approaching the Beacon Centre for the Blind.

**b) Look at: capacity and access, management of staff, targets surgery has to meet**

FFT results which had been previously circulated were discussed:



PPG Friends and Family Sep 23.pdf



Friends and Family PPG Oct 23.pdf

Noted the FFT results are very positive. Couple negative comments noted:

- 2055 30.10.23 Poor The doctor didn't listen to what I had to say gave me a treatment which has already failed twice
- 1.10.23 Very Poor Poorly organised, reception staff where abrupt  
PPG suggested surgery consider if there is training need and flag to the receptionist team. Noted that all FFT result are shared with all staff, so reception will be aware of any negative comments made, ET will however make it an agenda item for staff meetings to discuss the results as well and agreed ET to flag to Lisa and Wendy so they can keep an eye on staff interpersonal skills

**5. Newsletter – Jason Griffiths (Healthwatch CEO) is very keen that we should pursue a PCN one.**

Agreed ET to email on behalf of Dr Girish and ask PPG/Practice Managers to contribute a piece about their practice for the next Newsletter.

IC asked for feedback re the Newsletter. Agreed to continue with publications in 2024. Agreed need to ensure there is no duplication with the PCN group - Newsletters for the PCN need to be relative for all PCN practices.

Agreed to discuss the PCN Newsletter at the next PCN PPG meeting on 16<sup>th</sup> January and going forward Friends of Ridgeway Surgery PPG would also create their own Newsletter for Ridgeway as well.

Requested ET to bring 6 copies our Newsletter to the PCN PPG meeting so we can let members see how we compile it.

**6. 'Health on the Shelf' – a pop up shop in Dudley precinct in November – public space to ask about health issues. Dates to be advised.**

Visited by CT – noted what was offered was good, they were getting a good response re things like blood pressures, people were taking leaflets and asking questions.

## 7. PPG minutes- are they on our website?

ET confirmed that we store PPG minutes on our website:

<https://www.ridgewaysurgery.co.uk/patient-participation-group>

## 8. Future speakers

ET to ask if a Practice Based Pharmacist would consider speaking at the March PPG meeting.

Other suggestions put forward for future speakers were:

Mental Health

Deaf community such as the Beacon Centre for the Blind regards accessibility at the surgery etc.

Queens Cross Network – as noted above WR to contact them to arrange.

## 9. Surgery Report

Circulated prior to the meeting:



2023-11-07 PPG  
report.docx

## 10. A.O.B.

### **Get Together**

Agreed to host a "get together" with the PPG on Thursday 21<sup>st</sup> December from 12pm at the surgery , so they meet the staff and vice versa. ET will organise some light refreshments.

### **Our Healthcare Poster**

Noted the language was a bit complicated in the poster (bearing in mind the average reading age in the UK is 9 years old). Also no mention of Kevin Walshe the Social Prescribe. Felt salon that more information regards the Practice Based Pharmacist team was needed. ET to ask Simon to simplify the poster and add Kevin's information.

## **Next meeting:**

**Joint PCN PPG meeting at The Northway Medical Practice, 16<sup>th</sup> January 2024,  
1.30pm**