

Friends of the Ridgeway Surgery
PPG meeting minutes
Tuesday 7th May 2024 6:30pm

Present:

Ella Thompson
Cicely Thomas
Anne Wakefield
Ian Campbell
Karen Evans
David Jones
Naomi Joy Powell
Jason Griffiths
Linzi Pearson

Apologies:

Rosemary Bennett

Minutes taken by: Ashleigh Dodd

Minutes of last PPG/PCN meeting

Everyone happy with the minutes from previous meetings.

Jason Griffiths – Health Watch

Jason from Health Watch attended the meeting to update the group on the GP access report work that started last year. It is a well-known national issue that patients have difficulty accessing primary care services and this gave them the opportunity to voice their experiences. A survey was created with the help and input of GP's, ICB & DIHC and then taken into 6 GP practices, 1 practice from each PCN. Overall around 1000 patients were spoken to. One of these practices being the Ridgeway Surgery, who did very well.

Linzi went into detail about Enter & View and the process of collecting the data. 2hrs was spent in each GP practice, where they gathered information on patient's experiences when booking an appointment, compliments and any barriers they had encountered. A wide range of people, young and old, were asked. The survey was also promoted to deaf, blind & disabled patients. Each report was then summarised and recommendations were made. One of the recommendations that came from The Ridgeway was to dispose of any out of date posters on the notice boards.

Jason is currently waiting for a response from the digital access team within the ICB and their official response to the points and recommendations before the final report is released and shared with practices. All reports will be uploaded via ICB website. Hopefully, this report will help influence the 5 year plan to improve access to healthcare in general.

CT asked Jason what he would like from PPGs. He replied, take the report, have a look at the wider report when it is available and give feedback. PPG's to act as an educational role to help promote what different services are available in primary care and also the different ways in which appointments can be booked i.e. online.

Newsletter –Progress

Ian updated the group regarding his progress with the PCN newsletter. He made necessary changes that was discussed in the last meeting. Everyone gave their feedback and happy for Ian to submit. Ella will distribute to other PCNs to check they are happy.

It was suggested the health watch report be added to the next newsletter. Also, each PPG is to bring with them to the next PCN meeting a suggested idea to put in the newsletter. Ella to inform them.

Friends & Family – Report issues dealt with

Ella updated the group with the Friends and Family survey. She noted that nothing major had flagged up recently. The survey is circulated to all staff once a month. All negative comments are addressed as learning events and discussed in staff meetings. A poster is then put up in the waiting room with the results and feedback.

Poster to attract more volunteers

Ella circulated the poster she had created to attract more volunteers to join the PPG. Everyone happy with the poster. It will be put up in waiting rooms, surgery website and on social media. It was suggested that this be put on the television screen in the waiting room.

Future Speakers

- Hitesh PBP will be attending PCN meeting in July along with Pippa Boulton.
- Steve Pritchard will be attending on behalf of Dr Girish.
- ?Manager from Beacon Court
- ?Helen Codd
- ?Jason Griffiths

Surgery report

There is not a lot going on at the moment. Covid clinics are going fine. 78 and overs and 75 immunosuppressant's have been contacted.

Flus for October have been delayed.

AOB

- PPG Policy needs to go on next PPG agenda.
- Not much enthusiasm for the health day at the moment. KE suggested that this time it focuses on a more specific selected group such as parents and children. KE to put ideas down and send to CT. To be put on next agenda. Maybe get Health Visitors involved.
- The surgery did very well with QOF, 97% achieved.
- People who DNA their appointment are now being telephoned.
- PPG questionnaire results to be discussed at next meeting.

Important Future Dates:

Joint PPG/PCN meetings at Northway:

- 2nd July – 6.00pm
- 1st October – 1.30pm
- 7th January 2024 – 1.30pm

Ridgeway Surgery PPG:

- 3rd September – 6:30pm