

Friends of the Ridgeway Surgery
PPG meeting minutes
Tuesday 5th November 2024 6:30pm

1. Present:

Ella Thompson
Cicely Thomas
Anne Wakefield
Ian Campbell
Karen Evans

Apologies:

Naomi Joy Powell, Adam Aston, David Jones

Minutes taken by: Ashleigh Dodd

2. Review of Health Day 29th October

Cicely's report on the Health Roadshow circulated to PPG members. Everyone commented that the day was a huge success, friendly, great atmosphere and overall a positive, valuable activity and a good starting place. Julie will be sending out an evaluation sheet in due course. Feedback to be reported back to GN when he is back from holiday.

CT & Julie to start planning for the next health day around March time 12-4 to entice parents and children. It was suggested to try to get supermarkets involved by helping to promote the day. This could be by putting noticeboards up which has information detailing things going on in the community. It would be nice for Family Hub to be more proactive ?maybe attend a PCN meeting. In addition, it would be beneficial for Nadeem Mohammed, the liaison officer for the West Midlands Illegal Money Lending Team to attend.

Another suggestion was holding something at The Greens to encourage them to engage.

3. Patient satisfaction questionnaire

The questionnaire is currently being sent out as a text message. Only had a few replies back at the moment. CT, IC & AW kindly offered to hand out paper copies – limit to around 50.

4. Friends & Family report

Friends & Family results and learning points emailed to members prior to meeting. A discussion was held about the results. The majority of the feedback and comments were very positive.

5. New plan for Health Inequalities Budget

GN plan is to put a pharmacist in the practices that are down on QOF to try to bring the figures up by carrying out medication reviews/simple health checks.

6. Surgery Report

Staff changes, vaccinations and general practice discussed. KE questioned the lack of flu uptake and why patients were attending the pharmacy instead. The pharmacies did start the vaccinations earlier, which made a difference. Overall everything is going really well at the surgery.

7. Newsletter

Ian gave a newsletter update. One person has sent him something from the Health Day. He is hoping to finish the next one by the end of January and will be 4 pages maximum. Any suggestions would be appreciated.

KE reiterated the importance of pushing the promotion of the self-management programme and information about this service could be added to the newsletter. This also needs reporting back to the Drs and PCN as it is a really good service that is not being utilised.

8. AOB

- KE advised Stuart Bates had been in touch regarding the results and conclusions for Dudley Digital –she has forwarded to ET & CT and will also email to IC.
- Pippa Boulton will be attending January PCN meeting to discuss risk stratification.
- Helen Codd will be attending April meeting to discuss ICB along with Maggie – laughing Yoga.
- Helen Codd will be organising a Zoom meeting next Tuesday promoting Women's Health – Ella to see if any of the nurses/staff can join.
- Laura from Stroke Association to attend PCN meeting.
- The surgery will organise a get together for Christmas. ET will send out details.

Thank you to everyone for attending.