

**Friends of the Ridgeway Surgery**  
**PPG meeting minutes**  
**4<sup>th</sup> February 2025 6:30pm**

**1. Present:**

Ella Thompson  
Cicely Thomas  
Karen Evans  
Anne Wakefield  
Ian Campbell  
Naomi Joy Powell  
David Jones

**Apologies:**

Adam Aston, Wendy Rigby

**Minutes taken by:** Ashleigh Dodd

**2. Patient survey – reports, action plan –Ella to lead**

Ella went through the patient survey results which had 227 responses. The survey was kept short and simple and it was done out of curiosity whether patients are aware what the surgery has to offer such as online access and the online feature where patients can send their queries and from the results, it is apparent they are not. Also, to see how patients are finding the new phone system. Ella has contacted the ICB to organise another NHS app day to help patients get signed up. The NHS app day to be promoted once we have a date for it. In addition to this, it was suggested that a demo of the Ridgeways website could be added to the screen in the waiting room showing patients how to request sick notes/queries which may encourage them to use.

The action plan from this is for Ella to create a “you said, we did” and this is to be discussed at the next meeting. Also, any ideas for the next survey to be discussed.

The other general results were very good. The results have also been shared with the IT team at the ICB.

**3. PPG contracts**

Brief discussion was held. Was agreed that it needs adapting to make it simpler. KE agreed to edit it to 2 pages if possible and reduce it to only contain essential information. It can then be discussed at next meeting.

**4. Next Health Roadshow**

CT has an upcoming meeting with Julie Austin to discuss the next health roadshow. They are hoping to have a lot of flyers, posters to help advertise the roadshow. Also for the nearby café to stay open if possible. ET to contact the ICB about someone attending about the NHS app. Cicely asked for people to email her if they have any suggestions of who could be invited such as Age UK, chiropodists, Specsavers, services that help people get back to work, a stand from Dudley College advertising

different courses etc. Ella to advertise on social media and ask Dr Girish if he can attend. A discussion was held regarding the time. Whether to have after the morning school run or in the afternoon to target parents at the Queen Vic school. Cicely to let Ella know any updates she has.

## **5. Newsletter**

It was agreed that we will concentrate on the PPG Ridgeway newsletter and do one a year for the PCN from now on. Faith-apprentice to write a short piece about her job role as this helps to personalise the newsletter.

Ian to go through the power point about shared care records, simply and incorporate information from that to add to the newsletter and mention privacy notice.

Information regarding blood tests at Coseley to be added.

Information regarding "reasonable adjustment flag" to be extracted from the surgery report and added.

Promotion of the Health Roadshow to be added.

Ian to put something together and then send to Ella to approve.

## **6. Surgery Report**

Ella went through the surgery report which had been emailed to everyone prior to the meeting. Main points being Dr Foster retiring at the end of March. QOF (Quality Outcomes Framework) work – which Ella commented the surgery usually does very well with. Also everyone agreed it was a brilliant idea about the poster for food banks being created.

## **7. AOB**

- Everyone commented on the number of DNA's being "horrendous". The new phone system gives patients the option to cancel their appointment so hopefully, this will bring the figures down. It was suggested if patients could cancel via text when a text reminder is sent to them. Ella to look in to this idea.
- Speakers. It was suggested to have speakers at the PCN meetings and then take back to own PPG to discuss. Ideas for future speakers as follows:
  - Autism speaker
  - Someone from the deaf community
  - Helen Codd and Maggie (laughing yoga) will be attending the meeting in April
  - Invitation to a focus group such as fibromyalgia
  - Kaydey Johns from the Beacon Centre as everyone agreed she was very informative.

**Dates and times of future meetings:**

**Friends of Ridgeway surgery – Ridgeway PPG – all at Ridgeway, starting 6.30pm**

5<sup>th</sup> November  
4<sup>th</sup> February 2025  
1<sup>st</sup> April  
3<sup>rd</sup> June  
2<sup>nd</sup> September  
4<sup>th</sup> November

**PCN PPG – all at 1.30pm, Northway Medical Practice**

7<sup>th</sup> Jan 2025  
15<sup>th</sup> April  
8<sup>th</sup> July  
7<sup>th</sup> October  
6 Jan 2026

**Thank you to everyone for attending.**