

**PPG MINUTES FOR JULY 28<sup>th</sup> 2023**  
*Approved November 29<sup>th</sup> 2023*

**Present: Hedli Tanner (Chair), Richard Dubber (Deputy Chair), Nina Haines (Secretary), Sheila Donovan, Pauline Edwards, Lynn Hill, Dr James Scrivens, Operations Manager Bridget Acock,**

**Hedli Tanner (HT) opened the meeting saying she had recently had to attend the Surgery on several occasions and had always received excellent care from all staff.**

- 1) Apologies. None**
- 2) Minutes of meeting held on 13<sup>th</sup> April 2023 were read and approved.**
- 3) Matters arising.**

**Bridget Acock (BA) reported quotes for Treatment Areas still being obtained and so far all quotes very expensive.**

**Dr James Scrivens (JS) Disabled access still under review and to be discussed at next Partners meeting.**

**Nina Haines (NH) Lynda Liddament who had attended last meeting now an online member.**

- 4) Bridget Acock update.**

**Dr Ian Allwood now retired but still carrying out Endoscopy at Warwick Hospital.**

**Dr Elaine Ross now senior partner**

**Dr Giles Hall now Practice Partner.**

**Staff: Practice Nurse Judith Smith has left to work at Rother House Surgery. Bethan Ryecroft her replacement to commence in September.**

**Reception: Jack in reception leaving to go to university. Currently recruiting for replacement.**

**Medical Staff:**

**Dr Daniel Rogers Registrar now qualified and staying at the Practice for a 9 months fixed contract.**

**Dr Nick Kennedy Registrar for 1 year**

**Dr Hyan Woo Registrar for 2 years.**

**Influenza & Covid clinics will be done in house in September onwards. Eligible patients will be contacted.**

- 5) Hedli Tanner PPG & Website. (Dr James Scrivens joined the meeting apologising for being late)**

HT explained she had given suggestions for website. Jodie will test Patient Portal & can contact Ahmed tech support. BA to prioritise web site. RD asked about empty boxes on website with headings but no content..

**6) PPG visibility & information availability in the Practice.**

**Nina Haines:** Showed new leaflet Bridge House Patient Voice which was approved by all present. BA to put at reception for patients attending the Surgery and put poster up in waiting area. NH asked if there was anything the PPG could do to help the Practice?

**JS:** Suggested PPG could help patients how to use new technology. NH happy to help with this if needed. In the past this had been done by PPG members and found to be very useful.

**7) Date for your Diary HT: Meeting being held at Lomas Suite on Thursday September 7<sup>th</sup> at 6.15. Your GP Services. What's New? Being organised by Jo Min. Dr Cordner will also be in attendance. So far not advertised and suggestions for leaflets still being looked at. Pauline Edwards offered to distribute in Welford-on-Avon. HT thanked Pauline & will pas kind offer onto Jo Min.**

**8) Dr Scrivens:** due to access of other care professionals such as Social Prescriber etc. looking to increase 10 minute appointments to 15 minutes for patients needing to see a Doctor. Refurbishment still being looked at. NH mentioned carpet. JS explained still on Partners' agenda but they have no budget.

HT welcomed Pauline Edwards to her first face to face committee meeting.

Hedli thanked all for attending. Date of next meeting to be arranged sometime in November. NH to liaise with Bridget.