

**Minutes of Bridge House Medical Centre Patient Voice (PPG) committee
meeting
Wednesday 26th June 2024 at 10.30am**

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

Apologies: Chandika Cheekhory.

Hedli Tanner opened the meeting by welcoming Angela Martin as newly elected committee member.

- 1) Minutes of meeting held 13th March 2024 were read and approved.
- 2) Matters arising.

Bridget Acock; treatment rooms now completed. Nothing heard from Council re parking. Will look at loop time on TV. Richard Dubber asked if font could be made bigger.

Dr Scrivens: explained online appointments not released too far ahead so that there are appointments available to those not connected to the internet who can book by telephone. It is the Duty doctor who looks at online consultations and decides if emergency appointment is required. Patient is then contacted.

- 3) Bridget Acock report.

All booster Covid/ Flu completed. Preparing for Autumn immunisation. Requested early delivery but Covid vaccine not available until October. Search bar has been added on website. Staff have agreed to have photographs taken which Jodie will do. Re family & friends comment about state of bathrooms. All to be decorated. Staff: Christina Page back from maternity leave. Dr Rogers has left and Registrar Nick Kennedy leaving at end of August.

NHS health checks for 45 – 74 year olds restarted. Also moderately frail over 75s to be offered appointment.

4) Hedli Tanner report.

Jodie has designed a new look for our contributions which is colourful and different from the content of the other parts of the site.

An important topic is the need to explain rights to the many patients who are caring for others. There is information on the website. Lynn Hill offered to write about being a carer from a personal point of view.

Patient survey: thanked members for input and draft version has been approved by BA. HT to meet with Jodie to discuss how to distribute survey to patients.

South Warwickshire Patient Engagement (SWPE) held meeting in May. Following matters were raised.

Dr Cristina Ramos partner at Rother House with special interest in gastroenterology, frailty and palliative care. Chair of the SWGP Federation discussed how important it is that patients need to be at the centre of pathway and care to ensure the needs of the population are met.

New system for flagging up deaf and dyslexic patients called Reasonable Adjustment Flag, set up to record this information on patient's record so that communication can be adjusted accordingly.

Pharmacists. Local pharmacists visited and discussed how they were coping with increased volume of work. Repeat prescriptions big issue when medicines received automatically leading to stock piling. Pharmacists do not accept unused medications. Integrated Care Board Pharmacy Lead to attend next meeting in July.

HT asked of any local problems obtaining medicines. Some members reported difficulty in obtaining vital medicines such as insulin. Dr Scrivens: up to pharmacist to obtain prescribed medications and should not send patient elsewhere. Clinical Pharmacist available at BHMC every day. New online Pharmacists discussed.

Date of next meeting 9th October 2024.