

Minutes of Bridge House Medical Centre Patient Voice (PPG) committee meeting

Wednesday 13th March 2024 at 10.30am

Present: Hedli Tanner (Chair), Richard Dubber (Deputy Chair), Nina Haines (Secretary), Chandika Cheekhory, Sheila Donovan, Pauline Edwards, Operations Manager Bridget Acock. Online member Angela Martin. Jo Min Primary Care Network Manager (PCNM)

Hedli Tanner opened the meeting by welcoming Chandika Cheekory as new committee member and Angela Martin.

1) Apologies: Lynn Hill, Dr James Scrivens.

2) Minutes of Committee meeting held 29th November 2023 were read and approved.

3) Matters arising.

Bridget Acock (BA) Nurses treatment room: flooring not complete and cupboards to be fitted in April.

4) Bridget Acock report.

Still recruiting staff.

Receptionist trained to help patients with Smart Phones showing how to download NHS apps & how to make appointments online. Richard Dubber asked how new receptionists were trained. BA new staff shadow other staff.

5) Hedli Tanner report.

HT attends South Warwickshire Patient Engagement (SWPE) meetings which are relevant to the PPG. Web site run by ACCURX which is very quick at responding to requests.

Jodie is Practice IT and admin lead and has put Patient Voice information on television in waiting area.

6) Additional Roles Reimbursement Scheme (ARRS) advantages

BA explained how this helps free up GP appointments. GPS are supportive of these new roles and there is always a named GP available to talk through cases. GP appointments are now 15 minutes which means they are able to see patients with more complex conditions. Patients also have accepted that the GP is not necessarily the right care professional to see.

7) Jo Min Primary Network Manager

Since 1st April Jo PNM for Bridge House & Rother House Surgeries but Trinity and Bidford Practices have opted out. All staff employed by the Federation. NHS England has said can separate into divisions: Rother House & Bridge House Stratford collaborative division and Trinity and Bidford Shakespeare division.

BA gave example how this will work as for example a Physio will be shared between Bridge House and Rother House.

8) Patient questionnaire/ Friends and family feedback.

Bridget explained Friends and family forms recently given to patients visiting the Surgery and that there is a link on the website. BA handed out recent report to the meeting. The following highlighted:

Difficulty with booking own GP: Action: Look at making more pre-bookable appointments for full time GPS, difficulty around part time GPS remain.

Appointments : most of Surgery appointments are bookable online

Shorter waiting time to be seen if possible: all patients are seen within 2 weeks of phoning.

During winter extra appointments are available. Every Tuesday extra clinic runs from 6.30pm to 8.30 pm to deal with winter pressure. These will stop end of March.

Car Park and Décor: unfortunately the nature of the surgery in a residential area causes a problem with parking.

Décor: we are in the process of refurbishing clinical rooms and as and when the budget allows.

Cycle Parking: BA reported they have applied to council for a drop kerb & bicycle racks. Propose to take small wall at front down.

HT handed out a draft patient survey to find out patients opinions and asked for feed back from the committee.

- 9) AOB: Richard asked if website could have a video to say welcome to prospective new patients which would be more personal. Chandika: could Bridgehouse have Instagram which would include "meet the team with photos". BA: some staff not happy to have their photograph taken. BA to ask Jodie to take some photographs.

Angela: information on television screen in waiting areas difficult to read as it scrolls onto next item too quickly. BA said the loop needed to be longer and she would look into it.

Angela went on to say how much she had enjoyed and learnt being at the meeting and thanked everyone for being so friendly.

Hedli thanked her and closed the meeting thanking all those who had attended.