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

Wednesday 12th March 2025 following AGM

Present: Hedli Tanner, Richard Dubber, Nina Haines, Sheila Donovan, Pauline Edwards, Angela Martin, Dr James Scrivens, Bridget Acock, Online Member Fiona Wilkinson invited to attend AGM and committee meeting
Apologies: Lynn Hill , Chandika Cheekory

1) Minutes of meeting held 23rd October 2024 were read and approved.

2) Matters arising
   Bridget Acock; Social Prescriber & Well-being campaign had been well attended. Explained Physio, Well Being Coach & Clinical Pharmacist were shared with other GP Practices in Stratford and attended BHMC when available.

3) Bridget Acock report to include new Triage appointment system.

   Bethan Ryecroft now on maternity leave and replacement has one year fixed contract.
   Dr Ahmed leaving. Replacements Dr Charlotte Callaway, Dr Ruby Shoffa

   Web site: Integrated Care Board funding web site only for a further 3 months. Practice to find another user with which the Practice can be in control of the Website.

   Spring Covid boosters to be held from 5th April for over 75s & care homes.

   Fiona Wilkinson expressed concern about the new Triage appointments system, expecially concerning more elderly patients. BA asked Dr James Scrivens to explain how it worked. It would improve patient access, which would be quicker and ensure patient was seen by the right person. He explained that the old online system had sometimes been used by a small cohort of patients who would access appointments as they were released at 6.30am and so appointments then not available for everyone.

   Patients will be able to book appointments
   a) Through NHS website/ NHS app
   b) Via link on BHMC website and follow link for Triage Appointment
   c) Phone Surgery and receptionist will fill in form for the patient.
      Duty Doctor for the day will then go through requests for appointments and patient will be contacted by receptionist and relevant appointment booked. Fiona Wilkinson expressed her concern about the new triage system especially for the elderly who are used to making appointments by telephone.
      Dr Scrivens reiterated that any patient needing urgent help can still ring the Surgery and be given an appointment for that day from 8am to 5pm. BHMC online triage only available during that time and not at weekend. Patients still advised to dial 111 for out of hours help.
      BA ; extra staff will be available at peak times ie Monday am.

The Committee pointed out when using BHMC website Econsult stated requests for appointments would be dealt within 48hrs which seems a long time.
BA to look at this to see if it needed amending.

There was no other business to report. HN thanked all for attending AGM & the committee meeting.

Date of next meeting; BA & Nina Haines to arrange