

Minutes of Bridge House Medical Centre Patient Voice (PPG) committee meeting
Wednesday July 16th at 10.30

Present: Hedli Tanner, (Chair) Richard Dubber, (Vice Chair) Nina Haines, (Secretary), Sheila Donovan, Lynn Hill, Angela Martin, Bridget Acock, Dr James Scrivens.

Apologies : Pauline Edwards.

- 1) Minutes of meeting held 12th March 2025 were read and approved
- 2) Matters arising.

Wording on website econsult re 48hrs changed after meeting. BA thanked Committee for their concerns. Triage system working well.

- 3) Bridget Acock. Report
Staffing:
Dr Asiya Ahmad has left.

Dr Kristina Paige is going on maternity leave mid August and Dr Prassana Gowrishanka will be covering her maternity leave for a year.

Dr Jennifer Stein is going on maternity leave in November and Dr Hera Ahmad will be covering her maternity leave for a year.

Receptionist Deborah has relocated and Lauren Calder has replaced her.
BA : Have good reception team.

- 4) Hedli Tanner report.

Brief summary of Wes Streeting's 10yr plan.

The plan centres on 3 changes the government want to see:

: moving care from hospitals to local communities.

: preventing illness not treating it.

: realising the potential off digital technology.

Whitehall will have less to do with the implementation which will be down to local authorities, medical bodies and the voluntary groups.

NHS App is going to become increasingly important for patients to access.

There is a service called Digital Champions run by Integrated Patient Care Would this be helpful? This was discussed & both BA & JS felt this was not of any use to The Practice.

BHMC website: ACCURX is still in place but the overall Provider is now SurgeryWeb. HN would like to work with Jodie to check through site for consistency and ease of use reporting back to BA via Jodie. BA happy with that.

5) Pharmacy. Repeat prescriptions.

NH & RD discussed issues they had re repeat prescriptions and early requests due to going on holiday. BA to discuss with Claire Dispensary Manager.

JS : If patients have any queries they can use Triage E Consult as all triage forms get looked at and relevant action taken.

Discussion took place re obtaining test results. BA: to look at notice re test results.

6) Waiting room notices.

AM had noticed many notices in the waiting rooms were out of date and this had been discussed with BA who thanked AM for bringing this to her attention. Action plan: Surgery closes once a month for training and notice board will be looked at as well as updating information on TV.

There was no other business to report and BA & JS thanked all for attending.

