

Minutes Bridge House Medical Centre Patient Voice (PPG) Committee Meeting

Wednesday November 19th 2025 at 10.30am

Present: Hedli Tanner, (Chair) Richard Dubber, Bridget Acock, Dr James Scrivens.

Apologies : Nina Haines, Pauline Edwards, Sheila Donovan, Lynn Hill, Angela Martin.

HT thanked RD, BA and JS for attending and said that she had gone ahead with the meeting despite the absence of committee members as there had been a long gap since the July meeting. For various good reasons meetings during the year had had to be re-arranged. However, 2026 will be the start of a New Year and a return to quarterly meetings.

- 1) Minutes of meeting held 16th July 2025 were read and approved.
- 2) There were no matters arising.

3) Bridget Acock Report.

Staffing:

Dr Asiya Ahmad has left.

Dr Kristina Paige has had her baby Dr Prassana Gowrishanka will be covering her remaining maternity leave.

Dr Jennifer Stein went on maternity leave in November and Dr Hera Ahmed will be covering her for a year.

Practice Nurse Bethan Rycroft has returned from maternity leave.

Nurse Manager Cathy Ganner from Rother House, specialises in management of diabetes and visits BHMC regularly.

HT and RD complimented the reception team for maintaining its high standards in supporting and informing patients.

Vaccinations:

Criteria for the Covid vaccination

Adults aged 75 years and over

Residents in care homes for older adults

Individuals who are immunosuppressed aged 6 months and over

Criteria for the Flu vaccination

Patients aged 65 or over

Those with long-term health conditions

Those who are pregnant, live in a care home, are the main carer for someone or who live with someone with an older or disabled person.

Patients within the criteria were invited to make an appointment for either or both of the vaccinations. Fewer patients opted for the Covid vaccination than in 2024 perhaps partly because the criteria is tighter.

On behalf of Lynn Hill, HT asked if carers in general could have the flu vaccine. As supplies are in stock the practice has made an executive decision to offer the flu vaccine to patients under 65 but within the criteria as outlined above. Ditto the Covid vaccination for those under 75.

RD mentioned a sense of chaos when he attended his appointment although all went well and in the main people were good humoured. BA and JS agreed and said that in future they may provide two people to manage the patients. It was clarified that patients needed to check in for the practice records. BA said that the system could never be perfect as patients often arrived half an hour earlier than their appointments – and some later.

Online Annual Review

HT mentioned that her Annual Review had taken place as an online questionnaire and had been simple to follow. However, she wondered if it would be possible to add a drop- down window for the patient to express anxieties or queries. JS and BA said they would look into the possibility.

4) Hedli Tanner Report.

She asks committee members to think of clever recruitment schemes for when our numbers become low!

NHS Changes

The repercussion of changes to NHS England are being felt as the administrative restructuring starts but the truth remains that there are still long waiting times, high hospital bed occupancy and staff vacancies. ICBs (Integrated Care Boards) are being merged to save 50% running costs. On a local level Herefordshire and Worcestershire ICB is clustering with Coventry and Warwickshire ICB to share a single executive team, a new Joint Chair, and a senior leadership team. This is a "cluster" arrangement for cost savings and strategic working, not a formal merger, as both ICBs remain separate statutory organizations with local responsibilities. This new arrangement covers nearly two million people across both areas, starting in October 2025.

Health Watch

Health Watch is due to be abolished in April 2027. Some of their work is valuable, in relation to travel issues, the phlebotomy service and a rather shining quote 'holding face to face engagement so that people understand what specific healthcare words mean'. It is becoming important for patients to be represented on various committees if we want patient feedback to continue to be part of decision making.

Jodie

Jodie is currently in hospital and BA is in charge of the website. HT asked BA to send our very best wishes and thoughts to Jodie.

5) Online Triage Appointment System

HT mentioned that a couple of patients had been in touch and that they were confused about the process when they were offered appointments via an Accurx link.

The system is as follows. Patient triages are received and monitored by a GP and assistant. A traffic light system is implemented to sort issues into Red for quick attention, Amber for telephone or surgery appointments and Green for non-urgent issues. If the patient issue is non urgent Accurx will send a link to the patient however they have indicated they can be reached. When the link is clicked the patient will be presented with a screen offering GPs with available appointment slots. The link will be valid for seven days so that the patient can pick and choose during that period, although both GPs and appointment slots will change as appointments are taken up.

The second issue relates to the request for a specific GP. If the name of the specific GP is not included in the Accurx link to GPs and appointments, the patient can be confused. Then they ring reception and get into a circle of being told to call each day to see if there is an appointment for that GP. After some discussion it was left that this wasn't a major issue for most patients. Perhaps to be reviewed at a later date.

There was no other business. HT thanked all three for their attendance.

A date for back to back AGM and Committee Meeting will be arranged in February 2026.