Bridge House Medical Centre Patient Voice (PPG) Committee Meeting

Wednesday 15th July 2026 at 10.30am

Present: Hedli Tanner (Chair) Richard Dubber (Vice Chair) Pauline Edwards, Angela Martin, Sheila Donovan, Bridget Acock (Operations Manager).

Apologies: Nina Haines. Dr James Scrivens, Lynn Hill

Visitors: Mary Walker and Yvonne Yates

AGENDA

1) Minutes of meeting held 15th April 2026

- Minutes approved

2) Matters arising

- Hedli attended a meeting of the South Warwickshire Patient Engagement Group (SWPEG - see below)

3) **Bridget Acock Report**.

Staffing:

- Dr Gowrishanka has left the Practice, and her sessions have been covered with the following 3 fixed term locums Dr. Sim Sidhu, Dr Megan Knipe and Dr Lynda Loi.
- Dr. Cordner has had ankle surgery; and consequently, his sessions have been covered by locums
- Registrars: Dr. Hasari Madhushika & Dr. Hannah Morgan leave BHMC in August, to be replaced on 5th August by Dr. David Bennett & Dr. Elizabeth Ruffley
- We welcome Nurse Louise Dunnion who is replacing Nurse Bethan Rycroft

It is understood that the Care Quality Commission (CQC) inspectors are currently in the area

The Practice is in the process of investing in some new air-conditioning units.

It was also noted that BHMC are very fortunate to have Nurse Julie and Nurse Lesley who visit housebound patients in their own homes, as well as doing ward rounds in some nursing homes. The feedback is very good Not all practices have this facility.

BA spoke about the triage system being successful to the point that in the event someone phones the surgery there should be no more than 2 patients in the queue, and if it is particularly busy staff from the admin dept will be brought in to augment the switchboard. Richard Dubber said this was an excellent move.

4) **Chair Report**

Online Triage:

HT asked if the online triage review page provided by Accurx could include an EDIT button to easily rectify any input mistakes, such as typos etc., rather than going back and starting again. Equally re the Online Annual Review HT wondered if there could be a window for the patient to add a query for the Pharmacist/Practice.

Committee Input:

HT asked for volunteers from the committee to take on one or two of the lighter duties to spread the load:

1. Ensuring the Patient Voice online page is up to date and kept fresh – perhaps monthly
2. Members extrapolating from their own experiences of the Practice or the NHS and writing a brief account, using HT as contact with Jodie, the technical adviser to the Practice.
3. A volunteer to take HT's place when she cannot attend an SWPEG meeting. These are held once every two months, currently in Leamington Spa.

The Committee will need to work together should the proposed Event goes forward.

Hospital Parking: HT explained that new admin now enabled Blue Badge holders to get priority parking at Warwick and Leamington Hospitals.

Blood Tests: Patients without internet access can book blood tests by phoning 02476153546. Other blood tests can be booked online and take place at Stratford, Leamington and Warwick Hospitals, Alternatively, Patients can get blood tests requested by the hospital fulfilled at the Ellen Badger Medical Unit (Day Case Unit) on a drop-in basis. Car parking is free at the Ellen Badger Hospital. In very urgent cases there are occasions where a blood test can be done at the Surgery.

VASA: Whilst VASA Community Transport Information is a very valued resource; it has been pointed out that bookings need to be made well in advance due to the demand on its services.

The Electronic Patient Record (EPR): This is an NHS programme to assemble all patient records under one roof. It continues to develop with the Integrated Care Record (IRC) proving a bridge between various disciplines and departments with different levels of accessibility. This is a work in progress which we will monitor closely. Current estimated start date is Oct '27, till then patients can access a lot of information by clicking on to their MyCare (Patient Portal) page as well as the NHS app.

Integrated Neighborhood Team (INT): This aims to reduce hospital admission by 10% for patients defined as moderately frail. This includes patients who live at home or in a care home. The aim is also to reduce end of life admissions by 10%. Again, this initiative is still very much in its infancy and is something we will bring you news of as it develops.

5) Event:

Organization to be discussed.

Sheila Donovan had suggested an event for the patients could be useful, possibly shared with another Stratford practice such as Rother House. The general view was that the subject could relate to Online Triage which many patients still find difficult to understand. After much discussion, Bridget Alcock said that she would bring the subject up at the next Primary Care (PCN) meeting. HT said it might be a project we could visit early in the new year.

Richard Dubber flagged up the issue of those patients who have neither computers or smart phones. How do we and the Practice reach them?

6) **Patient Voice Leaflet.** Usefulness, creation and distribution to be discussed.

The discussion centered around how we might target the patients who find digital access off putting, with a view to helping them in what ever way we can to give them the confidence and ability to at least try the new system.

The difficulty is how to identify and reach out to the target group. This is an ongoing problem still to be resolved.

7) AOB

None

DATE OF NEXT MEETING

TBA (poss. October)