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**Bridges Patient Participation Group (PPG)**

17 May 2022

Bridges Medical Centre/Zoom

**Notes of Meeting**

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|  |  | **Action** |
| **1** | **Welcome and apologies**  Present: Sue Brunt (Chair), Dr Karen Kirkham, Lennie Edwards, LO, JW, RW, NW, AS  Apologies: Jim Gammans (CCG), GC, MC, GC, PF |  |
| **2** | **Surgery update**  *Staff Changes –*  Dr Hall has now retired, and we have not yet been able to replace him. We are taking on extra trainees in August so will have a total of 4.  *Appointments –*  The number of face to face appointments has increased but there is still the option of a phone call instead. Due to being a Dr short our pre-booked access is poor at the moment. We are using locums where possible. Appointments can now be booked online or via the NHS app.  We are still running the ‘hot clinic’ for Covid positive or potential Covid positive patients so they wait separately.  We have a new HCA (Jenny Wood) so availability for blood tests has improved.  Sue mentioned she had heard that a high % of GP appointments are for non-health related matters or don’t require a GP, which Dr Kirkham agreed with. Citizens Advice run a clinic at The Bridges on Tuesday afternoons which patients can book appointments for. We also have a Health Coach and Social Prescribers.  Health Coached help patients who are struggling with daily living due to a chronic condition. They work on goals to help improve their health and quality of life. Social Prescribers signpost patients to organisations that can help them and support them with non-medical needs. Patients can be referred to both services via reception.  *Texts -*  There was discussion about the increased use of texts from the surgery as a way to communicate with patients. It was asked if the numbers used can be publicised, so patients are aware they are genuine texts and not a scam.  *Covid Regulations -*  Staff still need to isolate if they have Covid until at least day 6 so the practice is still being affected by increased sickness.  *Friends and Family Test -*  This was suspended for 2 years but is now a requirement for practices again. Patients will get a text after their appointments asking them to rate the service and submit any comments. | LE to look into finding out the numbers used by the clinical system and publicise |
| **3** | **Garden Project**  Dorset Volunteers had said they were not able to help at present but have been in touch again to say they can. | Lennie to give Sue the details |
| **4** | **Newsletter**  A spring newsletter was published and the next is planned for the summer. Sue has once again heard positive comments about how good it is compared to other practices’. |  |
| **5** | **Digital Champions**  The Digital Champions volunteers have done their training and are starting in Dorchester Road next week. They will start at The Bridges in a few weeks. The idea is to help patients feel confident using digital options instead of phoning the surgery as the default if possible. The focus will be on the NHS app and SystmOnline. |  |
| **6** | **Website**  All Weymouth and Portland practices are looking at using the same website provider and had a demonstration of one last week. It’s user friendly so we just need to look into the cost. |  |
| **7** | **AOB**  *Pharmacies –*  Sue went to a locality pharmacy meeting to explain the role of PPGs. The aim is to try and get pharmacies to work closer with practices and the PCN. Their lead will attend the next PPG Chairs’ meeting. If anyone would like any issues to be raised with her, please let Sue or Lennie know.  Pharmacies are going to start reviewing patients who have blister packs to try and phase them out where possible as they are very time consuming to manage. Pharmacies are under a lot of pressure due to staff shortages. Patients may find it easier to order their medication directly with the surgery via the NHS app or online.  *Food Bank –*  The surgery has a box in the waiting room for food bank collection. RW is happy to collect and take to the central drop off point.  *Health Talks –*  In the past the PPG ran talks for pre-diabetes. If anyone has any ideas of other topics they would like covered please let Sue know as she is planning to restart them in the autumn. | LE to put RW in touch with the staff member who organises. |
|  | **Close**  **Next meeting 7 July 2022 6pm.** |  |