**PPG Meeting  
Tuesday 23rd May 2023  
1pm at Roebuck Surgery: Surgery 6**(4)

In attendance:  
***BMC Representatives:*** Tracy Paul, Allison Seymour, Dr Jayabalan***PPG Members:*** JH, RW, SK, SW

***PPG Members, apologies but on circulation list:***M.B, E.B, K.L, P.M, L.N, C.O, H.R, J.S, G.R, O.L, A.L, A.S, M.G, P.H, A.M

|  |  |  |
| --- | --- | --- |
| R.W | RW, opened the meeting, confirmed to JH what declarations of interest meant.  There were no declarations of interest. |  |
| A.S  S.W | Allison went onto talk about the new telephone system. Allison explained that we have had a few teething issues, and these are being investigated with Daisy Communications and Open Reach.  Call back service is working well, we also have the option of letting patients know on the message facility when all the appointments are taken for the day, to avoid them hanging on. This has helped reduce the calls waiting. There is still the option to hold though if the appointment is urgent for the day.  The queues have dropped dramatically with the new system.  ‘e-consult’ was mentioned as another appointment option which can be accessed via the website. Allison explained about what ‘e-consult’ is, which is where you can fill in an online form to ask a clinician a question and a clinician can either respond or action via the online enquiry. The ‘e-consult’ can be used for easy general queries, not for anything that may require a face-to-face appointment for an examination for example.  We also have an option on the phones if you want to report a bereavement, which we did not have previously.  SW mentioned that she thought the bereavement option should be at the top of the telephone options, Dr Jayabalan went on to say that most bereavements are reported via a hospital, or Nursing Home. So, Dr Jayabalan asked Allison if the bereavement option can be added to our website. Allison to investigate this. | A.S |
| S.K  R.W  R.W | SK spoke about the Facebook page that he is setting up for Bedwell and Roebuck PPG.  SK is also setting up a PPG Email address to make it easier for the PPG members to email rather than having to go through the surgery staff to get information,  Tracy to send out an email to all PPG Members who have an email address to get their consent to add them to the group. Then Tracy will let Stan have the names and email addresses.  RW asked about a WhatsApp group, but not everyone uses WhatsApp.  RW went on to talk about the ICB (Integrated Care Board) which was previously known as the CCG. Our ICB cover the whole of Herts and West Essex.  Allison explained that ICB have funded a service to help surgeries promote their PPG’s. The webinars are online meetings that Allison and Ron have been attending, they have agreed to help Bedwell and Roebuck to promote their PPG and recruit new members.  RW spoke about the PCN PPG that meet monthly with Matt Charles. They are holding a presentation on” Living with Diabetes”. This will be held on Thursday 13th July at 7pm at the Arts Pavilion on the Roaring Meg Retail Park, because of space each surgery will be allocated 30 seats. Tracy to Invite patients with Diabetes to give them the opportunity to attend. Sue asked if testing would be available, no, this is purely for patients that have been diagnosed with Diabetes. | T.P |
| J.H | **A.O.B**  JH mentioned the Bedwell Community Spring Event. Asked about getting some more leaflets to hand out to try to promote members. Tracy to print off and also to print off for JH a spreadsheet to write down the contact details of possible new members.  RW explained briefly about mental Health Issues and the involvement of HPFT (Hertfordshire Partnership University NHS Foundation Trust). They provide Mental Health and Learning Disability services across Herts, Bucks, Norfolk, and North Essex. They have in place a 5-year strategy and it is being audited by Mind in Herts who have asked advice from interested parties (including Ron). Most people have been critical so far. We also have a Mental Health Practitioner that works at both surgeries now. Her name is CS. | T.P |

**Next Meeting Thursday 13th July at 1pm at Bedwell Medical Centre**