**MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING**

**Thursday 13th July 2023**

**Bedwell Medical Centre**

65

Attendees: Internal: Dr Inthumathy Jayabalan, Nicola Ayriss

Members: R.W (Chair), J.H, S.K

***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

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|  | Dr Jayabalan welcomed everyone to the meeting and said it was lovely to see those who made it but a little disappointed at the small turn out. | Actions |
| 1. | **Bereavement Line**  This has now been added to the telephone system.  RW also commented on the new system itself being ‘brilliant - so much noticeably better’. |  |
| 2. | **Community Centre Evening Event – 13.07.23**  PCN are doing a presentation on Diabetes, RW was alarmed at the difference in the amount of response each surgery received to this and wondered if they were attacking this in any different way.  BMC – 30  Shep – 48  KGS – 3  K&M – 3  RW asked if we could get Tracy to send out reminders to those who accepted the invitation. This will be passed on.  RW to create an amended document to give to JH to hand out. At the next meeting he will make use of JH report on how the event went. IJ wants changes on the poster to even out the positive / negative feedback. JH wasn’t agreeable with this but accepting the change. | RW  NA |
| 3. | **Surgery News**  Aimee Jones – Admin – leaving, new job local to home.  Emma Farrer – Admin Manager, leaving due to childcare issues.  Sharon Moye – Reception Manager – to become Medical Secretary but during the transmission, together with Nicky Ayriss – PA, will continue to manage the reception team.  Tracy Paul – Alongside working for us two days – will be working for Knebworth & Marymead three days.  CS – MH Nurse – was with us for a 12m Post, 6m probation period. Compatibility with surgery was an issue so has left. New Nurse will be recruited – need to take time find a suitable match to the exact requirements of the surgery.  Allison Jones – Social Prescriber - JH commented she was ‘A1’, very helpful. This will be passed on to her. | NA |
| 4. | **Bedwell Social Media**  SK wants to set up a Facebook account – RW to send SK the Bedwell Tree Logo. SK asking to have at least a 150-word introduction. IJ will send SK the ICB ‘what is a PPG’ introduction. | IJ |
|  | **AOB**  JH asked if there was any update for recruiting PPG members?  JH asked about other services we provide – are these on the internet. NA to discuss with Matthew Charles – PCN Manager  IJ wanted to discuss support regarding the pre-payment prescription card – approx. £110 a year cost. Those patients not meeting the criteria for free prescriptions – PPG members asked if they were able to ‘get a bit of money together’ – a credit union – to help support those patients. This was taken on board. More discussions to be had. | NA |
|  | *Key*  PPG – Patient Participation Group  BMC – Bedwell Medical Centre  HPFT – Hertfordshire Partnership Foundation Trust  CCG – Clinical Commissioning Group  BP- Blood Pressure (Hypertension)  CFF – Consolidated Funded Framework  EoL – End of Life  Qof – Quallity and Outcomes Framework  PNQ – Patient Network Quality  SSPCN – Stevenage South Primary Care Network (involves Doctors/P/Managers)  PCN PPG – All the PPG groups between 4 surgeries  *(Bedwell/Knebworth/Shephall/King George)* |  |

NEXT MEETING

WEDNESDAY 20TH SEPTEMBER 2023 @ 1pm

AT BEDWELL MEDICAL CENTRE