**MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING**

**Wednesday 20th September 2023**

**Bedwell Medical Centre**

66

Attendees: Internal: Dr Inthumathy Jayabalan, Allison Seymour

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

***PPG Members, apologies but on circulation list***

M.B, E.B, M.G, P.H, K.L, O.L, A.L, P.M, L.N, C.O, H.R, J.S, S.W, G.R, A.M

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|  |  | Actions |
| 1. | **Welcome, Introductions & Apologies**  Apologies: OL, had a clash with another meeting. |  |
| 2. | **Matters arising from last meeting: 13.07.23**  Diabetes Evening 13.07.23: Ron relayed the evenings event to the meeting and overall, a successful evening. Some of the numbers attending from a couple of other surgeries were not as many as planned but they are hopeful this will be better improved for the next event with increased advertising.  Facebook account: SK has had some issues setting this up so at present it is on hold. |  |
| 3. | **Declarations of Interest**  Nothing to report. |  |
| 4. | **Health Walk**  Tracy and Allison.J from the PCN are looking into setting up a health walk and are asking for 2 volunteers to help out. The volunteers would need to attend a training session on the 06.10.23. SK explained he had put his name forward to help but cannot attend the training on that day.  RW informed the group that there is already a weekly health walk in place arranged by CO but didn’t know the full details. It was felt, if this was to be the case, then perhaps we can just join onto that group (if appropriate) rather than setting up an additional one. RW will discuss with CO details to see if appropriate and report back.  Dr Jayabalan feels there would be quite a lot to set up and potentially duplicate when there is already an arrangement in place. RW will find out more details. | RW |
| 5. | **Patient Friendly Video of BMCs pathways**  Dr Jayabalan would like to set up little bitesize videos of BMCs pathways when a patient has to present for an appointment. There are many patients that suffer with anxiety if needing to attend the surgery for an appointment, so providing them with a video of another patient going through the same pathway may help. Example below:-  A patient has a blood test booked, the PPG member would be filmed walking into the surgery, explaining all the way through what they are doing, either speaking to the receptionist or self-book themselves in, they will be filmed walking into the waiting area and show themselves sitting down to wait. They will then be called in by the phlebotomist and will continue filming showing them walking into the surgery room and speaking to the phlebotomist. The same can be repeated for other appointments, ie a dressing with a nurse, reviews, asthma clinic for example.  All thought this was a good idea. RW is happy to be the filmed patient. Allison and RW to arrange how this can be accomplished.  These films will then be uploaded on the website. | RW |
| 6. | **PCN PPG Group – Bowel Cancer Evening Presentation: 12.10.23**  RW gave details to the group of the next PPG evening event. There will be a presentation given from the bowel screening nurse at the Lister and the founder from the charity Red Trousers. Dan from the PCN is sorting out the invites from the 4 surgeries. RW expressed it is important that reminders are sent close to the date as some do forget. Everyone to spread the word and advertise posters in waiting rooms. Tell everyone!  Event being held at the Stevenage Community Arts Centre at Roaring Meg (opposite Boots, next to Costa Coffee) 12.10.23 @ 7pm. | Dan  ALL |
| 7. | **BMC Staffing Update**  BMC have 3 new receptionists starting:  H 18.09.23, J 02.10.23 and J 16.10.23.  We also have some GP trainees and Medical Students with us. The Medical Students will be changing one month at a time. The GP trainees will be with us for one year. |  |
| 8. | **Covid Autumn Booster Programme – Starts 20.09.23**  Covid booster programme starts on the 20.09.23 at the Roebuck Surgery for the whole PCN. Appointments are booked on Wednesdays/Thursdays/Friday afternoons and it is hoped these will be completed by the end of October.  SK asked if the flu can be given at the same time and yes it can.  *\*Apologies, since the meeting we have had an update. After the first day it became apparent the timescale to complete the covid booster programme will not be achieved if including the flu vaccines into the aquation so co-administration had to cease. Flus however can still be given separately at either surgery via flu clinic appointments or just walk in when passing.* |  |
| 9. | **PPG Meetings – Lift for OJ?**  It was discussed if BMCs PPG need to meet as often, now that the PCN PPG seem to be growing and projects being arranged. The PPG would still like to meet with BMC individually to discuss any issues pertaining to BMC and Roebuck alone.  PPG member OJ would like to attend the meetings but is not able to get transport. Unfortunately, after discussions, it was agreed this is not something another PPG member or staff member can do due to insurance purposes. There is a voluntary transport service that could possibly help. Details to be passed to OJ.  01462 689402 - transport@nhcvs.org.uk | AS |
| 10. | **AOB**  **Total Triage:** RW expressed concern regarding surgeries taking on the ‘totally triage’ concept (ie. every patient contacting the practice first provides some information on the reasons for contact which is then triaged prior to having an appointment). Knebworth & Marymead have started, and it has not been welcomed by their patients. BMC are not taking this route at present, although Allison did express it may be rolled out to all surgeries sometime in the future. Allison has heard positive and negative comments on total triage.  **Social Prescriber**: Ron expressed concern that the title of social prescriber is not self-explanatory to patients, ie. they won’t know what social prescriber means. This is not a name BMC has made up themselves, this is an actual role which was introduced into the NHS in 2019 to support those with long term health conditions to find extra support and guidance outside of NHS services, they can help with issues in a holistic way and help with form filling etc.  **Review Letter:**  SK explained that he had tried to get his yearly review with his registered GP, as he was under the impression that what was needed. He struggled to get an appointment with his registered GP. Allison explained, we have a system in place that when patients reach 75 (or are newly registered), a message is sent to state who their registered GP is, however it does not mean that a patient can only consult with that GP. Ideally for continuity of care it is always better to see the same GP but of course this is not always possible. Anyone can see any GP in the surgery so if any appointment with the registered GP is given but is too long to wait, then do ask for another GP. The text message sent does state:  Your named accountable GP is:- Dr… . Dr….. will have overall responsibility for the care and support that the surgery provides to you, but this does not prevent you from seeing any other GP at our practice.  The review letters say to book an appointment with your ‘usual GP, ie. the one you usually see but again it can be others if it is felt too long to wait. Apologies if the text/letter is misleading.  **Bedwell Community Association Event - Fun Day: 19.08.23**: JH informed the group this event was very well attended, and the idea was for JH to speak to those that are BMC patients to promote the PPG and ask if they would be interested in joining, however JH explained it was very difficult to interrupt patients as they were very involved with their children and the event. JH managed to ask a few if they could write down their details and give any comments they want passed on.  14 names listed  4 commented – no problems  10 commented on appointment related issues.  **Registration List:** BMC would like to get the word out that our registration list is open and would like PPG to promote BMC/Roebuck to encourage more patients to register. If anyone has ideas how to promote registration, please let us know.  **Meeting Attendees:** It was discussed whether to return to the evening meetings as more patients attended. Allison asked to try one more as a lunchtime and to ensure everyone is aware of the next meeting date. For those that cannot attend, we can arrange Teams also, so it will be a mixture of face to face and teams at the same time. |  |
|  | *Key*  PPG – Patient Participation Group  BMC – Bedwell Medical Centre  PCN – Stevenage South Primary Care Network  PCN PPG – All the PPG groups between 4 surgeries  *(Bedwell/Knebworth/Shephall/King George)* |  |

NEXT MEETING

WEDNESDAY 15th NOVEMBER 2023 @ 1pm

AT BEDWELL MEDICAL CENTRE