**BEDWORTH HEALTH CENTRE (BHC) GP SURGERY**

***MINUTES OF PATIENT PARTICIPATION GROUP (PPG) MEETING***

*Wednesday 18th January 2023 | 10.00am to 11.00am*

Main Hall, The Health Centre, High St., Bedworth, WARKS. CV12 8NQ

**Attendees**: Ross Chadwick (RC) – BHC IT & Project Lead (MINUTES) & PPG Secretary; Elizabeth Gilbey (EG) – BHC Practice Manager; Sian Harmer (SH) – Receptionist; Christine Jackson (CJ) – PPG Member; Enid Lacey – Chair of PPG; Lynn Carrington (LC) – PPG Member; Anne Wilks (AW) – PPG Member; Gaynor Tallis (GT) – PPG Member; Denise Morrison (DM) – PPG Member; Catherine Getlevog (CG) – Prospective PPG Member

**Agenda items**:

1. Introduction of CG
2. Approval of minutes of 19.10.22 meeting
3. Actions following last meeting
4. Practice update

* Staffing changes
* Operational news

1. PPG survey
2. Next meeting
3. Any other business

**Minutes**:

1. EL welcomed CG to meeting and all in attendance introduced themselves.
2. **Minutes of 19.10.22 meeting approved by those who had attended; those who were not in attendance at that meeting abstained from approving the content**.
3. RC asked whether AW had seen the former PPG member she mentioned at the 24.08 meeting that she would approach with a view to re-joining; AW advised she had not but would if she saw them.

RC advised he had had no comments from members surrounding the bereavement pack, therefore will take the position that the PPG are happy with this.

RC asked whether GT had any feedback surrounding the automated appointment booking system. GT advised she had had some difficulties using it and it hadn’t worked for her. RC advised that there had been a period of approx. four weeks between the 19.10 meeting and today, that the system was un-operational due to technical difficulties; RC advised these had now been resolved and the system should be working as expected – approx. 30 appointments had been booked through it on 16.01. RC advised he would double check the system was working correctly given GT’s experience (**UPDATE:** *the system is working as expected*). GT asked whether the practice would like her to test the system again. RC advised this was not necessary given that it appeared to have been functioning correctly as of two days ago.

RC advised he had had no comments from members surrounding the Practice Survey, therefore will take the position that the PPG are happy with this; AW requested that the ‘COMMENTS:’ section at the bottom of the survey is expanded to allow for more detailed patient comments.

RC asked whether EL and AW had an update with regards the cervical smear display. They advised they had not.

RC asked whether EL had an update with regards the PPG members list. EL advised she did not.

1. *Staffing changes*

RC advised that:

* Sam (M) had joined the surgery as a Receptionist.
* Evie Turner had joined the surgery as a Practice Nurse.
* As mentioned at the 24.08 meeting, Dr. Katie Hebbes had joined the surgery as a Salaried GP working Wednesdays (from Dr. Marston’s room), Thursdays & Fridays (from Dr. Zurub’s room).
* An additional Receptionist (**UPDATE:** *Claire*) had been recruited but is yet to commence employment (**UPDATE:** *she commenced on 23rd January*) – once they have and their training is complete Danielle will transition from the role of Receptionist to Healthcare Assistant.
* Junior Doctors Khamees Elbayouk (M), Hasham Ahmad (M) and Husain Ahmed (M) have completed their training placements with the surgery and have now left. Junior Doctors Saroop Awan (F) and Siddarth Raj (M) had joined the surgery on their training placements – both will be with the surgery until early April; Dr. Awan will work from Dr. Marston’s side room and Dr. Raj will work from Dr. Bhanot’s side room.

Members asked for an updated staff list to be circulated. RC agreed to provide this every six months.

*Operations*

RC advised that the surgery now has a presence on social media channels: Facebook (*Bedworth Health Centre*), Instagram (*bedworthhealthc*), and Twitter (*@BedworthHealthC*)

RC advised that the text messaging service, which has been live for some time, has had the functionality for appointment reminder text messages to be sent, re-enabled. This is sent one day prior to the patient’s appointment and contains a link that the patient can click to cancel if the appointment is no longer required – this cancels the appointment in the Practice’s clinical computer system and makes it available for booking by other patients; no input from the Practice is needed for this which saves resources. At present these are only being sent for pre-bookable face-to-face appointments given the predicted confusion that may come from being sent reminder text messages for telephone appointments (the reminder message includes the time of the appointment slot but patients are told on booking that telephone appointments will not take place at a specific time).

RC advised that George Eliot Hospital (GEH) asked that we advise patients chasing results of Ultrasound and MRI scans that it is taking an average of nine weeks for them to complete the report of the scan and send to the surgery. However, it appears there are some anomalies between what clinical staff at GEH are telling patients in that these reports would be received by the surgery in a couple of days and reality, where in fact it is taking much longer, leading to raised expectations amongst patients. EG advised she would ask the surgery’s Clinical Administration Support Lead to contact GEH’s radiology department for clarity. EG also advised that patients could no longer walk in for a radiology appointment.

1. Following the sign off of the Practice Survey (agenda item ‘3)’) EL and RC advised we needed to agree a rota of when members could be present in surgery to distribute the survey. To accommodate members’ availability, five working days from 15th February to 21st February inclusive were agreed; sessions of approx. 8.30 to 11.30 and 2.30 to 5.30 were agreed; this should capture a period of the Warwickshire schools half-term week and both morning and afternoon surgeries when we expect the surgery to be at its busiest. Members agreed to attend for two sessions as follows:

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| --- | --- | --- | --- | --- | --- |
|  | **WEDS. 15th** | **THURS. 16th** | **FRI. 17th** | **MON. 20th** | **TUES. 21st** |
| **8.30 to 11.30** | *AW* | *LC* | *GT* | *AW* | *CG* |
| **2.30 to 5.30** | *GT* | *LC* | *DM* | *DM* | *CG* |

Members asked that copies of the survey, pens, clipboards & name badges were made available.

EL and CJ advised they would not be able to be present in surgery to hand out the survey but were happy to collate the data. They agreed to do this on Tuesday 28th February (1.30) and Friday 3rd March (9.00)

1. RC reminded members that the next meeting would take place via Zoom, given our agreement to hold one in-person meeting and one digital meeting on rotation. AW reminded RC that she would not be attending the next meeting as per her comments at the 24.08 meeting.
2. AW asked if members would agree to their phone numbers & email addresses being shared with each other, to avoid RC having to obtain consent prior to sharing in the situations where members agreed to work together outside of a meeting. **All members consented to their contact telephone numbers and e-mail addresses being shared with other members.** RC advised he would circulate these as part of the distribution of these minutes.

AW asked if the date of the next meeting could be included as part of the minutes. RC advised it already was but members asked that this be positioned at the end of the minutes (see below).

AW raised concerns that members had not signed confidentiality agreements. RC responded that he believed all members had done but that he would check (**UPDATE:** Signed confidentiality agreements are in place for AW, CJ, EL and DM; agreements have been sent to LC, GT and CG with a request for them to be returned as a matter of urgency)

CLOSE

Next meeting: **Wednesday 15th March at 10.00am (via Zoom)**