**Friends of Bridge Medical Centre - Patient Participation Group**

**Tuesday 18th April 2023 at 1300 hours**

**Minutes**

Attendees:- Mary Smith (MS), Paul Smith (PS), Elizabeth Tracey (ET), Dave Hathaway (DH), William Puttick (WP), Brian Champion (BC), Jackie Morris (JM), Julie Smith (JS), Jenny Glen (JG)

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| **Point** | **Discussion Item** | **Actions** |
| 1. | Welcome and apologies  Apologies were received from Peter Nicolson & Beverley Parrett |  |
| 2. | Welcome from our new chairman – Liz Tracey  ET relayed a conversation she had with friends where it came to light that there was a lack of knowledge that the PPG existed or what it did. ET explained that she has determined that the PPG have 35 “Active” members and 78 “Virtual” members.  ET thanked the PPG members who joined the Easter Themed Tombola on the 5th April 2023 but also wanted to particularly thank the Practice team who not only supplied the majority of the products on the tombola table but also donated on the day. ET described her vision for a more proactive group supporting the patients and practice alike. ET also asked if the staff members understand the role of the PPG.  An alternative time for the meeting was discussed with possibly two evenings per annum and also varying the day of the week in order to enable more members to join the meetings. In total we have 6 meetings per annum. It was agreed to ask the Active and Virtual members when the minutes of this meeting are sent out. JS suggested making the meetings a hybrid enabling members to join via Teams or Zoom. ET & JM to meet to discuss further.  ET asked the group how we compare to other PPG groups. Feedback suggested that we are one of the better groups in the town. JG suggested that Leacroft Medical Practice PPG has become more active over the last year. DH suggested that we invite contributions from members and if we don’t hear from them within a year then we remove them from the circulation list. It was suggested that the Chairmen of local PPG’s meet up to network.  JS suggested that it would be helpful for the PPG to help the Practice educate our patients on how the Practice operates with regards process etc. JM felt that their support would be useful when doing specific campaigns.  It was agreed that the PPG require more “Active” members comprising a more mixed and diverse group.  WP mentioned an issue he had experienced with a delay in obtaining a prescription – JM explained the reasons for this and the role that BCS had played in this incident. ET added that she has been very pleased with the prescription requests she has made which have included medication changes and likes the text confirmation that it’s been done. | JM  ET/JM  ET/JM |
| 3. | Minutes of the Meeting held on 21st February 2022  Agreed |  |
| 4. | Search for a PPG Secretary  ET expressed a need to find a secretary for the group and JM indicated that the Practice minuting these meetings was inappropriate and not a good use of time. Once the “Active” membership has increased, an alternative secretary will be found. | ET |
| 5. | PCN Social Prescribers (Tracy Olkers & Jenny Glen)  Jenny joined the group but had nothing to add on this occasion. |  |
| 6. | Staffing   1. Recruitment of Advanced Clinical Practitioner – Lewis Daines   JM explained that Lewis had joined on the 4th April and was settling in well. DH asked about LD’s role and how it fits in terms of education etc. JS suggested that we find a way to illustrate to our patients what each role is able to do and the difference between them eg Advanced Clinical Practitioner, Paramedic Practitioner and Paramedic, Clinical Pharmacist and Community Pharmacist. This could be displayed on the website and waiting room screen.   1. Recruitment of Receptionist/Administrator – tba   No success to date. | JM |
| 7. | Primary Care Networks (PCNs)  Nothing to add on this occasion. |  |
| 8. | Projects   1. Feedback on Website   No feedback from members.   1. Notice Board in waiting area – revamp (DH/JM)   ET, DH & JR to create a PPG board adjacent to the entrance to the waiting room. JM’s only stipulation is that all items must be laminated. JM to arrange for the board to be cleared.   1. Easter Egg Tombola for Charity – outcome   JM reported that £109 had been donated to the Turkey Syria Earthquake appeal and thanked the PPG for their support in this event.   1. Tombola for Charity   ET felt that the next fund raising event should be for the Practice as a way of saying “thank you” to them. It was agreed to do a Bottle Tombola – anything in a glass bottle – on the 12th July 2023 in the morning. Project team to be created.   1. NHS 75th Anniversary – 05.07.23   Agreed that this should be celebrated. ET to explore bunting for the Practice and the bottle tombola would be the event managed by the PPG. JM explained that the Practice is planning on doing a Tea Party for those patients who are 75 years old around the time of the NHS anniversary and this would be an event that the PPG could come along to. | ET/DH/ JR  JM  ET  ET |
| 9. | Any Other Business |  |
| 10. | Date of next meeting – 20th June 2023 – 1300-1400 |  |