**MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING**

**Wednesday 8th January 2025**

**Bedwell Medical Centre**

71

Attendees: Internal: Dr Jayabalan, Allison Seymour

Members: RW (Chair), JH, GH,

DR, AV, SK.

Apologies: SW, DL

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

JB, MB, EB, MG, PH, SK, KL, AL, AM, KN, LN, CO, GR, JS, DL

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|  |  | Actions |
| 1. | **Welcome, Introductions**  Welcome to all. |  |
| 2. | **Declarations of Interest**  Nothing to report. |  |
| 3. | **Matters arising from last meeting including updates**   * **Telephone call data** RW was going to investigate getting a sub-committee to sit in reception and listen and gauge what goes on in reception to see if there was anything than can be done to assist with the calls waiting. It was discussed if PPG members could assist with answering the calls but due to confidentiality this would not be possible plus there are too many different services/ options to direct the callers to which PPG would not know. BMC is very grateful though for the offer.  RW did comment he had requested a call-back, and a while had passed but no call so he called the surgery back and got through. Then after 45 mins he got the callback call, so clearly it didn’t hold him in his queue number? Allison will pass this query to Dayna to ask our suppliers why this would happen. * **Paperless**:   BMC continue to be paperless as much as possible. RW commented he has been speaking to Trudy at the ICB who is trying to get everything digital although acutely aware we do need to leave channels open for those that are not IT minded.   * **DNA** – discussed in number 4 below. * **PPG Banner** – Working progress. * **Questions to ICB** – RW continues his discussion with ICB as part of the PEF (Patient Engagement Forum) re PALS and Discharge Summaries. Issues are being raised by the PEF group regarding concerns of care provided. If anyone has any concerns on any events that have happened or processes that has not worked, please let RW know so this can be discussed in PEF. * **PPG Award –** Award has been received and will be given in turn to all 5 surgeries to put on display. KGS has it presently then BMC will be next. It is glass so needs to be on show to the public but somewhere safe. * **PCN PPG** **Meetings** – RW to forward minutes of these meetings to our PPG members. | DL  NA  ALL  NA  RW |
| 4. | **DNA’s**  DNAs discussed and figures on this from the ICB discussed, RW to clarify further on where the information is collated from and the intended purpose.  **PPG Presentations**  These are going extremely well. The prostate one was very busy, many had to stand so this will be repeated, possibly June time. The next schedule ones are listed below.   * 20th March - Cervical Cancer * 15th May - Respiratory * 17th July - Stroke * 18th September - Aging Well * 20th November - Women’s Health   In April it is hoped there will be one for Veterans. PPG will not actually be managing this one. They will help out with tea & coffee etc but the Veteran Services will be running it. More info to follow.  Dr Jayabalan has offered space at the surgery on Saturdays if it is felt useful to have a space for patients to meet and greet. It was mentioned there are a couple of these coffee gatherings already running nearby. Bedwell Community have quite a bit going on. JH will let Allison know so it can be disseminated.  **Living Well Event**  For info. A selection of patients will be invited to a Living Well event from the PCN which is being held at Stevenage Health Hub at the Leisure Centre on Wednesday 29th January 10am-1pm. | RW  RW  JH |
| 5. | **AOB**  **Staffing**  Update on staff:   * Rahil our Clinical Pharmacist has now left the practice (end of December). He has gone travelling with his family. * Maria our Chronic Disease Nurse is sadly leaving us at the end of January due to family reasons.   We are not currently replacing Rahill but have an advert out for Chronic Disease Nurse. If anyone knows of any nurses that has diabetes experience, please put BMC forward.  **Government Budget**  Allison explained the budget for 01.04.25 will have a huge impact on the surgery. NI threshold is increasing, as well as the percentage plus the normal annual increase of NMW. To meet these legal changes, it will be an additional £33k annually just on the wages. This is without the additional costings that will be coming our way from suppliers that need to make up that shortfall.  **Lonely Patients**  Members of the PPG confirmed they would be very happy to come along on alternate Saturdays to meet and greet patients that would be happy to go to their GP surgery rather than big crowded events.  **Helping Out**  AV has offered her services to help out in the surgery if we have anything for her that needs doing. She is more than happy to come in and assist but it does need to be a sitting job. Noted, thank you AV. |  |
| 6. | **Future PPG Meetings**  Next meetings for your diary are as below  1pm at Bedwell on :-  5th March 2025 (this is target day but will continue with mtg)  30th April 2025  25th June 2025  20th Aug 2025 (RW?)  15th Oct 2025  10th Dec 2025  Teams can be set up for those unable to attend. |  |
|  | *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/Symonds Green)*  BMA – British Medical Association  ICB – Integrated Care Board  PCT – Primary Care Trust  PEF – Patient Engagement Forum |  |

NEXT MEETING

WEDNESDAY 5th MARCH 2025 @ 1pm

AT BEDWELL MEDICAL CENTRE