**MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING**

**Wednesday 13th November 2024**

**Bedwell Medical Centre**

70

Attendees: Internal: Dr I.Jayabalan, N.Ayriss, K.Street-Brenstuhl

Members: R.W (Chair), JH, SW, GH, DR, DL, SB, AV, SK

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

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

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|  |  | Actions |
| 1. | **Welcome, Introductions**  We had a few new members to the PPG Group. It was lovely to meet you all. We welcome your attendance and hope to see you again at our forthcoming meetings, bringing in your own views and ideas. |  |
| 2. | **Declarations of Interest**  Nothing to report. |  |
| 3. | **Social Prescribing Link Worker Presentation**  Kelly, one of our PCN Link Workers explained her role and that of the SPLW’s in general. They all have vast experience in different aspects and angles of social care to share and support our patients.  They generally support social aspects of patient care. To mention a few; isolation, care packages, mental health, housing, children additional needs, form completion. They can link patients to the right services. They liaise with Social Services and can support independent living and can also help in lifestyle changes.  Referral pathway to the Link Workers can be one of two ways; If the problem is not clinical and merely social, the patient can call and ask reception to refer them direct to the Link Worker. If a medical issue is involved, then an appt with the GP will be required who can then refer on to the Link Worker.  The PPG members mentioned this service should be widely advertised; an example given was perhaps a story being put in the local Comet newspaper. Kelly mentioned what they do is on the PCN website which can also be accessed via the Bedwell and Roebuck website.  Another question raised was *‘why are there not any male Link Workers’?* K.S reiterated the role of Dan and Tom within the PCN group and their input. |  |
| 4. | **Matters from last meeting:**  Matters arising from last meeting:   * **Telephone call data** Audit showed a large proportion of unconnected calls which the telephone provider has confirmed the termination of the call is from the caller, not the surgery. Research has shown that this is generally due to sheer volume and thus the delay in reception answering the phones. RW will look into this data further, he will aim to designate to a sub-committee to carry out the work. * **DNA’s**   A brief report was handed round to the members giving examples on the total amount of DNA’d appts for the year. A report on those who have DNA’d twice in the last 30 days and three times in the last 3 months was also attached for reference. SW said this could be due to the fact a routine appointment is booked three/four weeks in advance and the patient forgets nearer the time. NA reminded them a text message is sent at time of booking and a reminder is also sent the evening before. GH brought up an issue whereby he was given a DNA despite leaving a message on the answerphone on the morning of the afternoon appointment. He spoke with reception Supervisor before the meeting, and she apologised and would amend his record. NA will investigate this and raise with receptionists to check the messages are checked hourly through the daily shift.     * **Paperless by August update**:   Dr Jayabalan explained the new process for the acute medication requests – going paperless and the various ways of accessing this.   * **Future PCN Presentation – Veterans update** RW and the working PCN/PPG group has discussed the potential Veterans presentation. RW will confirm a date. * **PPG Banner to be renewed** – working progress. Roebuck PPG banner still needs updating – pending. | NA |
| 5. | **Questions to ICB**  RW briefly went over the questions he had raised to the ICB as below-these were for information.  **Discharge Summaries;**  Never enough information or even the right information.  How are the Hospital going to improve on these?  **PALS;** Discussion on this service.  **Ambulance Handovers;** |  |
| 6. | **AOB**  **PCN Presentation:** Next presentation is on Prostate Cancer, 21st Nov 24 at 7.30pm. This is now fully booked.  **CONGRATULATIONS:**  RW showed all members Certificates given for this reward.  Well done – SSPCN won the best PPG in the area.  Huge credit to all the PCN PPG members and for the continuing work put in to make this happen.  The certificates will be put on display in Bedwell and Roebuck waiting rooms. |  |
|  | **Future PPG Meetings**  Next meetings for your diary are as below  1pm at Bedwell on :-  8th Jan 2025  5th March 2025  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 |  |

NEXT MEETING

WEDNESDAY 8th JANUARY 2025 @ 1pm

AT BEDWELL MEDICAL CENTRE