**MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING**

**Wednesday 30th April 2025**

**Bedwell Medical Centre**

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Attendees: Internal: Dr Jayabalan

Allison Seymour

Lisa Mardle, PCN Social Prescriber

Members: RW (Chair), DL, DR, AV, SK, JH

Apologies: GH

PPG Members, not in attendance

M&EB, MG, PH, A&OL, LN, SW, LR

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|  |  | Actions |
| 1. | **Welcome, Introductions**  Welcome to all. Allison expressed our deepest sympathy to RW for his recent loss and wanted him to know we, at the PPG (and surgery) are all here if he ever needs support. RW acknowledged and thanked the members and staff at the surgery. |  |
| 2. | **Declarations of Interest**  Nothing to report. |  |
| 3. | **Matters arising from last meeting including updates**   * Telephone call Data – Both RW and SK have offered to sit in reception at the surgery to gauge what calls are coming in and to see if there is anything that would help with length of calls waiting. This has been scheduled for Monday 2.6.25. *(\*Addendum - This is the start of the new triage process so this will be cancelled. AS will speak further to RW/SK).* * PCN PPG Meeting Minutes. Ron was to distribute to the PPG members – still to action. * DNA. Ron obtaining further information from ICB. Still to action. RW confirmed there is a sub-committee working on this as the information is all wrong and trying to understand why? KGS is also following this up as well as their figures were very wrong too. * Practice closure 12.30-1.30 now actioned as of 01.04.25. * Voluntary gardeners – we have decided to organise a gardening company to take over but thank you to those that offered. If those wishing to still offer services for enjoyment/mental health certainly can. * PCN Services in waiting rooms – done. | AS  RW  RW |
| 4. | **Triage Method**  As of 1.10.25 the government rules mandate that GP surgeries implement “total triage” to assess patients’ needs and direct them to the most appropriate care. We have a project group working on how to implement this within our surgery and we aim to do a ‘trial’ in June to see how it goes and will give us the chance to iron out any anomalies that may happen.  There naturally maybe a few hiccups to begin with but overall, it is felt this new system will actually be beneficial to our patients in the long run. Those that need to be seen urgently will get the appropriate appointments and those that can wait a week or two will get appointments booked accordingly. Anyone needing to see a GP that day if too urgent to wait will still be consulted the same day. The requests coming in will be triaged by the GPs and responded to in 2 working days. As this is a requirement for all surgeries to have in place by October 2025 with us doing it early will enable us to iron out any unforeseen issues.  *\*Addendum – the new triage process will commence 2/6/25* |  |
| 5. | 1.30pm Presentation from :-  Lisa Mardle, Personalised Care Lead, SSPCN  Jo Kirston, Social Prescriber Link Worker, SSPCN  Unfortunately, Jo was unwell, but Lisa presented and gave a talk through what services her team offer and how affective it has been with patients. Enclosed is a copy of the presentation. |  |
| 6. | **AOB**  RW confirm the veteran presentation on behalf of the PCN as a group will be on 19/6/25. The PCN are just offering the facilities for this presentation evening as the ‘Harper Brown Services’ will be managing this event. Anyone knowing of any veterans that may benefit attending, please advertise this event to them. RW reminded all the following presentation after this is 17.07.25 on Respiratory/Stroke.  SK sends apologies for 20/8 & 15/10 meetings as he is away.  RW wanted to officially express the PPGs sorrow of the loss of Dr Oo and to pass on their condolences. Dr Oo was a very respected doctor and well known by many patients. |  |
| 6. | **Future PPG Meetings**  Next meetings for your diary are as below  1pm at Bedwell on: -  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  HBLICT – Herts, Beds, Luton ICT (Technology experts) |  |

NEXT MEETING, WEDNESDAY 25th June 2025 @ 1pm, AT BMC