

BRIDGE SURGERY PATIENTS GROUP

Minutes of the Group Meeting held virtually via Zoom on Tuesday 14th September 2021 at 6.00pm

Present

Carol Riches (Chairman), Julie Finch(Practice Manager), Kelvyn Langford, (Patient), Derek Walker, (Patient), Graham Lamb,(Patient) and Dr Richards, (GP).

1)Welcome and Introduction to Guest Speaker

The meeting welcomed John Bridges who is Vice-Chair East Staffs District Patient Engagement Group. John is also involved with the local Diabetes Group.

2) **Apologies.** Apologies were received from Mick Robinson who was held up at work

3) Guest Speaker – John Bridges

John outlined the proposed new system which will give more autonomy to local groups. It is currently going through the second reading but still needs 3rd reading. Royal Assent is expected Jan/March 2022. The proposal is for One integrated care system removing the competition element. John believes that it will only work if people “remove Badges” There will be more involvement with providers and John could see benefits for more immediate resolution of problems. John emphasised the need for communication at all levels, particularly with regards the current situation to patients.

There will be a new Chairperson CEO and CFO.

4) **Notification of any other business.** New PPG members

5) **Minutes of the meeting held 30th March 2021.** The minutes were accepted as an accurate record of the meeting

6) One Health and Care

Julie introduced a short 4 minute video (refer to video sent out by Carol). Involves putting all patients info in one place so that all Health Professionals can access instead of e.g. GPs not receiving letter from hospital

7) News from the Practice.

Results for July patient survey were very good with above average results nationally.

Dr Georgiou retires end October. Recruitment of his replacement is well advanced and will be announced in the forthcoming newsletter.

Several of the nursing staff have left the practice. A new staff nurse started in June. The practice is waiting until things settle before more recruitment.

We now have 2 new receptionists and also 3 GP trainees.

Flu jabs currently delayed 2-3 weeks due to shortages. Covid boosters will take place at Pirelli ground. Patients will have appointments via the surgery as previous.

8) Burton and Derby Hospitals feedback. Graham updated the meeting on what was happening within the hospital group

9) Return to normal surgery working practice

Derek asked what plans there were to return the surgery to the previous set up. Dr Richards advised that there are currently no plans to return to the previous way of working. There was discussion regarding face to face and phone appointment %ages and how they compared with other surgeries. It was suggested that these figures should be included and explained in the next newsletter. Discussion re communication methods other than newsletter e.g mailchimp (surgery does not have everyone's email address). Currently use text messaging.

Access for Patients Appointments during Coved Epidemic. There was again a general discussion as to how patients were accessing appointments during the epidemic. Comment was again raised about the suitability of the tented arrangements outside of the main door. Dr Richards explained the rationale behind how patients were seen and further advised that arrangements for patient appointments were reviewed on a regular basis.

Carol advised that discussions had taken place with a view to installing a container in the carpark but that access was a problem. Thoughts are ongoing re alternatives.

9) Any other Business.

Membership of the group was discussed and Carol advised that there were still vacancies for patient representatives and for group members to consider if they had knowledge of any patient who may wish to join the group. Julie to put in newsletter.

10).Review of the Meeting.

11) Date and Time of next Meeting. It was suggested that the next meeting, which will be the AGM, should be held on Tuesday 7th December at 6.00pm TBC.