**PPG Meeting  
Monday 23rd February 2023  
7pm at the Bedwell Medical Centre  
01/23**

In attendance:  
***BMC Representatives:***Allison Seymour, Practice Manager; Tracy Paul, PCN Care Co-Ordinator  
***Patients:***RW (Chair); MG; JH; PH; SK; AL, OL; AM; SW

***Patients, apologies but on circulation list:***M.B, E.B, K.L, P.M, L.N, C.O, H.R, J.S, G.R

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|  | Allison welcomed everyone to the meeting and stated how lovely it was to return to face-to-face meetings and to catch up with them all again. Allison confirmed this is the first date to return to PPG meetings since the covid pandemic, the last meeting was held on 10/11/2020 but as a virtual meeting. It was decided to cease the virtual meetings after that as some members could not attend due to no IT access and others at that time did not enjoy virtual meetings.  Allison explained for this meeting, being the first, it is just a meet and greet to see how everyone is and work out any plans moving forward. Allison stated she was acutely aware that the PPG meetings should not be long so 1hr-1.30 max. |  |
|  | Ron welcomed Stan as a newcomer to the PPG. |  |
|  | * Allison explained to the PPG how the practice has coped during the pandemic and gave details on Roebuck being selected to carry out the first phase of the covid vaccination programme.  *Andrew congratulated the practice as being one of the first to provide literature on the covid vaccines in an ‘easy read’ format.* * Allison was pleased to announce the arrival of 3 new partners since the last PPG. Dr Bell (female), Dr Khanuja (male), Dr Jayabalan (Jay for short, female). * Allison gave details of what the PCN is (Primary Care Network) and how Bedwell, King George Surgery, Shephall Surgery and Knebworth & Marymead surgeries work together as one on projects and share PCN staff. Matt Charles is the PCN Manager. * Allison also explained how surgeries survive financially by signing a contract with NHSE to provide general health care to our patients but in addition, also having the option to sign other contracts available to provide additional care to different cohorts of patients and at the same time get remunerated which helps surgeries keep afloat. * Allison explained what is expected from the ICB (Integrated Care Board, what was clinical commissioning group) with regards to the PPG. There are different levels surgeries can sign up to. BMC have signed up to the minimum (Bronze) as it is difficult to ensure patients will engage in a PPG. Allison read out some of the expectations. Copy attached. * Ron gave an explanation on the other board meetings he attends on behalf of Stevenage as a whole and as a representative of the BMC/Roebuck surgery. |  |
|  | Items discussed by the group included: -   * How to get more PPG members, especially the younger age group – Instagram, Snapchat, TikTok, Flyers in colleges, website, advertising in the surgery with big and bold colours, update PPG banner with colours, PPG members sitting in the waiting rooms on certain days chatting to patients. Flyers at reception to hand out each time a patient presents, texts to those with mobiles, notices in reception area, have special events e.g. wellbeing event, diabetes event with specialist speakers which we have done before. Ron commented he has tried to pursue younger groups for PPG when he was involved with the ‘residents’ group, but young people are not interested in this kind of thing unfortunately.  *Work has already started on PPG poster, Tracy handed out her idea. Received favourably by the group. Any suggestion of social media is difficult because manpower is needed to manage it.* * Sue raised some points regarding the telephone system and receptionists when they answer and what can be done when no appointments available rather than call back the next day*.* Allison expressed there are just not enough resources available for the demand needed. Every surgery is struggling with this issue. Nationally there are just not enough doctors. Ron stated BMC’s telephone system is one of the better systems and although frustrating cannot always get through quick, at least it is answered, and patients know where they are in the queue. * Sue enquired if receptionists need training to deal with family members of patients struggling, how to be compassionate, perhaps direct calls like this to another member of staff. Michelle wanted to point out she felt the receptionists do a good job with the resources they have; they are under a lot of pressure. * Olcay found it hard to communicate with reception over the phone recently due to the noise level at that time being very high. Tracy is our Care Co-Ordinator for our LD patients and Olcay now has Tracy’s mobile number to call Tracy direct in future regarding any appointments. Tracy will always call Olcay back if misses the call. * We discussed what set up the PPG wanted for meetings and agreed to have them 6-8 weeks, alternative premises each time, it will always to be on Monday for the time being and agreed to start at 7pm for ease of those that work. **Next meeting is Monday 13th March @ 7pm at the Roebuck Surgery.** TP to advertise on PPG board, front window of both surgeries, on website. Those that prefer to attend virtually can. | TP |
|  | **In Summary**  The Practice very much hopes the PPG can make a difference for the surgery and our patients. Help with ideas and projects to improve patient care, provide ideas and how to execute them, manage the projects themselves (with support from the practice). BMC is very grateful for all your involvement. |  |