

## Bridgewater Surgeries Patients Group

Minutes of the Bridgewater Surgeries Patients Group (PG) Committee held at Bridgewater House (BH) on Tuesday 10<sup>th</sup> October 2023 starting at 1800hrs

Present: Malgorzata (Gosia) Przybysz , (MP,) Russell Cleaver (RC), Penny Allum (PA), John O'Connor (JOC)

Apologies: Steve Palmer (SP) Lisa Mackin (LM), Dr. Gowri Sankaran (GS), Paul Chambers (PC) Charles Cook (CC)

### 1. Welcome and Apologies.

RC opened the meeting and welcomed all those present. Malgorzata (Gosia) Przybysz representing Lisa Mackin provided a comprehensive update regarding the present status of the Practice and planned future developments. Russell Cleaver (RC) followed with a summary of the PG Action Plan for 2023-24. Since the previous meeting both Paul Chambers and Charles Cook had agreed to join the Steering Committee but were regrettably unable to attend this meeting.

### 2. Minutes of the PPG Meeting and AGM held on 6<sup>th</sup> June 2023.

The minutes were accepted

### 3. Matters Arising.

These were covered during the course of the meeting.

### 4. Bridgewater Surgeries Update

Gosia (MP) referred to the recently introduced Call-Back feature in the telephone system where callers in a queue can choose to hang up and the Receptionist team would call them back for their enquiry. It is working well.

Moreover, the practice has enabled a feature in the messaging system which automatically sends patients a text message following an appointment asking for their feedback (Friends and family test) There are typically 900 responses per month with good ratings and positive comments. Reports can still be made via the Friends and Family feature on the Surgery website. Gosia or LM would be asked to provide monthly statistics in future.

Gosia gave a comprehensive summary of a nationwide newly introduced scheme called the GP Improvement Programme (GPIP). The Grand Union Primary Care Network (PCN) incorporating Bridgewater surgeries, New Road, Baldwins Lane and Garston medical centre have signed up as a group and Bridgewater Surgeries has also signed up individually to the GPIP intensive programme. The programmes intention is to improve processes in primary care. We are looking at a number of initiatives including capacity and access, patient triage and ensuring patients get to see the correct clinician or service provider for their symptoms in the right timeframe.

One of the sessions included a simulation exercise. Over 30 members of BWS staff (clinical and non-clinical) took part in this. Each participant was given 30 different scenarios and had to decide what clinician (i.e., GP, pharmacist, practice nurse) a patient should see and how soon this should take place. This exercise identified some difference in how the same situation is actioned differently by different people.

The GPIP is going to help the PCN create a model where staff can safely refer patients to the most appropriate clinician or service. This should also save time for GPs to review more complex patients.

RC and JOC had previously offered their services to shadow reception staff to appreciate the demands of the role. Gosia would be asked to arrange a number of 2 hours slots on days to be agreed for them to separately attend the reception area as an observer, starting at 8:00 am.

Gosia is a carers' and learning disabilities lead for Bridgewater Surgeries. The Practice now has 731 registered Carers and about 75 of them were able to attend a meeting during a busy afternoon on the 5<sup>th</sup> of October which gave them and the option of having their flu and covid jabs between coffees and tea. It was attended by Jane Brown who manages the Carers in Herts service.

#### 5. Outline of PG Action Plan for 2023-24

RC opened his report saying it was similar to last year's reflecting the lack of new patients seeking to join the PG, but grateful that Paul (PC) and Charles (CC) had joined the steering committee.

The PG would continue looking for opportunities to attract patients to join it. The patient population had risen to 33900 recently with new high-rise accommodation locally but there was no evident that the Practice was failing to provide good service. We would continue ask LM for statistics on customer satisfaction.

The PG would continue to make contact with the Social Prescribing team (RC has a contact) and maintain our interest in the Practice (LM) producing a Newsletter

RC and JOC had attended a Carers meeting at Watford Hospice on 12<sup>th</sup> June 2023 where PC provided a summary of the role and activities of the PG followed by an open forum where Carers explained the demands of their roles, the problems and in some cases the lack of resources to help them manage. LM would be asked to provide statistic on new patient registrations and those that agreed to have contact from the PG.

PC had also identifies sources of data on patient demography both across the NHS and individually at practice level. Web links below would provide access.

PG also recommended PG members to monitor the Practice web site which now shows the menu to the PG section.

It was unlikely that the PG would conduct a satisfaction survey without Practice involvement, financially or with manpower.

The proposed 'Buddy 'scheme has shortcoming in a lack of suitable Buddies with knowledge and experience and the lack of active Patient Groups. Recent contact with the New Road PG (both of us in the Grand Union PCG) revealed they had a recent meeting but no one to fulfil the roles of Chairman or Secretary.

#### 6. Any other urgent Business

There was none.

The meeting concluded at 19:10 pm.

Web links referred to in Minute 5

[Patients Registered at a GP Practice - NHS Digital](#)

[GP Patient Survey \(gp-patient.co.uk\)](https://gp-patient.co.uk)

[Patients Registered at a GP Practice, June 2022 - NHS Digital](#)

Tuesday 31 October 2023 11am Zoom link: Health Inequalities Workshop

<https://us02web.zoom.us/join/register/tZ0tcuyhgz8rHN31OdSb1mAQG7GsJ0p3NgGC>