

Bridgewater Surgeries Patients Group

Minutes of the Bridgewater Surgeries Patients Group (PG) Committee held at Bridgewater House (BH) on Tuesday 10th 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 6th 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.

