**The Ridgeway Surgery Patient Participation Group**

**Minutes of the Meeting held on 26th September 2023**

**1. Present**: Dr Richard Davies, Tracy Talbot, Tessa Hawkes, Sue Woodcock, Ian Newman, Jenny Newman, Phil Coathup, Jim Borthwick, Sue Bosworth, Neil Spalding, Meg Spalding,

Liz Pownall, Juliet Ross, Alison Langdon, Adele Davies, Stuart Davies, Di Johnson,

Elizabeth Webber.

**2. Welcome**

Tessa welcomed everyone to the Meeting.

**3. Apologies**

Brenda Matthews, Dr Abby Ford, Barbara Hawkins

**4. Minutes of Last Meeting**

The Minutes of the Meeting on 6th June were approved.

**5. Election of Secretary**

Tessa advised the Group that no-one had come forward for the position of Secretary and she would not like the Patient Group to end. Adele Davies then offered to take on the role and was unanimously elected. Tessa thanked her for volunteering.

**6. Update from PCN**

Tessa reported back from a PCN (Primary Care Network) meeting which represents 6 Practices – Winyates, 2 at Crabbs Cross, 2 at Wythall and The Ridgeway. This PCN meeting discussed the feedback from the National Patient Survey which covered issues such as - Patient experiences, contact with Surgeries, ease of access, demand on Practices.

Tessa also reminded the Group that with the PCN, Ridgeway Patients have shared access to two Physiotherapists and asked for any feedback from use of this service.

**7. Covid Update**

Dr Davies said that Covid vaccinations are now available. There are now more Patients with Covid and when asked if positive tests should be reported, he advised that they should, especially for Patients who are immunosuppressed as they may be eligible for antiviral medication.

**8. Surgery Updates**

Dr Davies told the Group that Dr Oladamiyo is now a permanent GP with the Practice.

**9. Suggestion Box**

There had been two requests for disabled bays in the Practice car park. Dr Davies said that this will be looked at.

**10. Questions for the Doctor**

Dr Davies was asked about any help the Practice provides into lifestyle issues such as weight loss. He said the Social Prescribing service is available for Patients to find such support. Referrals can be made through telephone or the internet. Age UK also offers help with social issues.

**11. AOB**

Two members of the Group gave positive feedback from recent personal experiences of local healthcare

- Following a diagnosis of the need for cataract surgery, a referral was made to a consultant and the subsequent surgery was completed with 8 weeks. Also confirmed by another Patient in the Group

- Attendance at The Alex A&E Dept, resulted in a consultation and various tests being completed within 4.5 hours. Considered a good experience.

It was mentioned that a newspaper article had reported The Ridgeway Surgery as the best rated Surgery in Redditch, including a good report for Receptionists.

There was a suggestion that staff name badges would be useful and Dr Davies said he would discuss this.

The Group offered thanks to Sue, as she retired from the role of Secretary of the PPG.

**12. Date of next Meeting**

Tuesday, 5th December at 5pm in the Waiting room.