**BRIDGES PPG MINUTES 22ND APRIL 2025**

PRESENT: Meridy Phillips (Chair) Rupert Turberville-Smith (GP) Lennie Edwards (Practice Manager) Jim Gammans (NHS Dorset) Claire Brown Sue Brunt Shirley Earley Liz O’Connell Paul O’Rourke Gill Penwell Anita Roberts Jo White Norman White Dorothy Woods

APOLOGIES: Jeanie Averill Alan Clark

ACTIONS FROM LAST MEETING ( LE) RSV Vaccines are still being rolled out, 78 year olds are the latest to have been sent an invitation and the process will continue until all those 75 and over have been notified.

PRACTICE UPDATE (R T-S & LE) One doctor has left since the last meeting in October and their patients have been re-allocated to other doctors in the practice which is running one GP down at the moment but recruitment is underway for a replacement.

Earlier in the year there was a practice nurse crisis with two members of staff leaving and a third on long term sick leave. There have been replacements for the two leavers and another nurse has also been recruited. With two of them having finished their induction process, and a third about to complete it next week, the situation should ease and return to normal very soon.

At the beginning of April the phone system was updated which means patients are informed of their place in the queue and can choose to have a ‘call back’ if in position 5 or higher. When they reach the head of the queue their phone will ring at the same time as the receptionist gets a call. This means that people do not have to ‘hang on’ until someone answers. It was pointed out that there are several receptionists working simultaneously and the waiting time for a call back is quite short. Members present who may use the system are asked to give feedback of their experience at the next meeting.

PPG PROJECTS A draft copy of the next newsletter was distributed and much discussion ensued about the content and layout. Some changes were suggested and they will be implemented before the final copy goes live.

The second batch of cookery classes has been completed, this time for people with hypertension. The class began with ten members which reduced to nine. All age groups were represented and the feedback from them all was very positive. There was also medical professional support at some of the sessions including a cardiovascular nurse. The next session is at the end of May. Dorset Council has provided £4000 of funding which has not been completely spent as yet and Weymouth Council provided £900 for the purchase of equipment which has been spent.

GP IMPROVEMENT PROGRAMME A facilitator from NHS England worked for six months with the practice to study processes. Members asked if there had been any efficiencies as a result. Redaction software will be installed to ensure any third party references in patient records have been deleted. There has also been a push for GP continuity so that patients see the same doctor as often as possible, especially if they are regular attenders. GPs are looking at their regular attenders to identify any common themes. New software will be coming into use shortly which will send out invitations to attend for check ups of some patients and will show when a repeat test is required. It is hoped that this will eventually cut down the number of visits a patient needs to make because the software will identify which test(s) will be needed in the near future as well as those which are due so that they can be carried all in one visit. The facilitator was generally satisfied with how the practice is being run and did not recommend any drastic changes.

GRANT FOR COOKING LESSONS SB has been approached by Weymouth Council to include a clause in Terms of Reference showing how funds would be used in the case of Bridges PPG closing. She is able to show receipts for all purchases and will enquire if this will be sufficient.

AOB

The volunteers who attend the surgery to encourage patients to carry out self check in sometimes have to deal with negative remarks, but in general it is a success and, if required, they are happy to continue if the reception staff feel it helps.

LE asked about continuing with digital support, perhaps holding a session monthly or quarterly. This will be discussed further at the next meeting.

MP expressed a wish to stand down from acting as chair for the group.

DATE OF NEXT MEETING

Tuesday 10th June 2025 at 6:10pm