**The Ridgeway Surgery Patient Participation Group**

**Minutes of the Meeting held on 5th December 2023**

1. **Present :** Dr Richard Davies, Tracy Talbot, Tessa Hawkes. Adèle Davies, Sue Woodcock, Stuart Davies, Phil Coathup, Ian Newman, Jenny Newman, Jim Borthwick.
2. **Welcome**

Tessa welcomed everyone to the meeting.

1. **Apologies**

Liz Pownall, Brenda Matthews, Meg Spalding, Neil Spalding, Barbara Hawkins, Elizabeth Webber, Sue Bosworth, Dian Johnson, Abigail Ford.

1. **Minutes of Last Meeting**

The Minutes of the last meeting were approved.

1. **Matters arising**

* Tessa said she would not be offended if anyone else would care to take over the Chair and asked people to think about it!
* Following the request for an additional disabled parking bay, Dr Davies said one of the doctors’ spaces was now available if needed, to give extra space for opening doors wide.

1. **PCN Meeting**

Tessa reported back on the PCN (Primary Care Network) meeting which she had attended the previous week and met up with other practices in our group. It was reported that Worcester Royal Hospital A & E now had a new department with more rooms and larger waiting rooms. A new service liked to A&E is SDEC – Same Day Emergency Care - where urgent cases could be sent straight to the to the relevant department. For example if someone is enroute to A&E in an Ambulance, the crew can call ahead and take the patient direct to the Cardio Emergency Care dept.

1. **Covid Update**

Dr Davies reported that the number of Covid cases had definitely lessened but patients were reporting more colds and coughs which were not testing positive for Covid.

1. **Surgery Updates**

* A new log-in screen had been installed together with an information screen in the waiting room which the Surgery would be able to edit. A training day was being planned and it was hoped it would be available in the New Year. Tessa suggested we might include information about the Patient Group. The log-in screen gave information on waiting times although of course these could not be 100% accurate.
* There were staffing changes at Knights Pharmacy with a new full-time pharmacist who was very pro-active and dynamic.
* The Surgery now had a new lady employed by the Practice to deliver to the frail and housebound, with Dr Davies himself having done some deliveries.
* There was no further update on a possible extension to the Surgery.
* The suggestion box included comments, both good and bad, on the background music in the waiting room and on the telephone. It was agreed that patients could always ask the receptionist to change the waiting room music.
* A question was asked as to whether we had a dedicated doctor for menopausal problems and a Well-Woman Clinic. Dr Davies confirmed that these matters and advice on HRT could be dealt with by all the doctors but especially Dr Meredith and Dr Partridge.
* Mel, in the Dispensary, was taking maternity leave and Kelly would be taking over cover.
* The Dispensary was busy with patients requesting medication before the Christmas closure. It was also possible for patients to order two months’ supply if holidays were involved.
* One of the trainees, Dr Kishor, was moving on as part of his training but would be returning. Another trainee would be joining. The Surgery now had three permanent doctors, Dr Richard Davies, Dr Partridge and Dr Olabamiyo, two full-time trainees and one physiotherapist.
* The on-line advice service seemed to be going very well and patients found it satisfactory.
* It was suggested that the noticeboards in the waiting room should be checked and out of date information removed.
* Dr Partridge was doing a charity trek to Petra and a notice was on the PPG board.

1. **Date of Next Meeting**

Tuesday 19th March 2024 at 5.00 p.m. in the waiting room.