**Newport Surgery Patient Participation Group (PPG) Minutes 20 Dec 2024**

Present:

Christine Smith – Chair

Sandra M Stillwell – Practice Manager

Sara C Stephens – Deputy Manager

12 other patients of the practice

1. **Welcome & introductions**

Sandra Stillwell welcomed all to the meeting and spoke on behalf of the Practice.

1. **Practice Website**

It was agreed by all present that the Newport Surgery Website is difficult to use and not kept up to date.

SMS explained that North Uttlesford PCN are setting up a new PCN website, along with a new Practice website with information tailored to us.

Questionnaires were handed to all present (see attached) as the Practice would like input from the PPG as to what information they would like to see.

**Action** - *Christine Smith stated that she would be happy to collate the information received and feed back at the next meeting.*

**Action** – *SCS will let CS know when first draft of website is available to view. SCS warned CS that this may take some time as it is being arranged centrally via the PCN.*

1. **Patient Demographics**

SMS gave statistics of current patient demographics within the Practice.

Newport Surgery currently has 9598 patients of whom:

1939 are aged 18 or under, and

2334 are over the age of 66

1. **New Staff**

Newport Surgery has had changes to the clinical team as follows:

Jenny our Advanced Nurse Practitioner has moved on and will be missed by the Practice & our patients

We have a new Advanced Nurse Practitioner named Jo who should be starting in early 2025

Vivian, our new Practice Nurse started last month and is working two days per week

Laura our Phlebotomist/Receptionist is currently undergoing training to become a full time Healthcare Assistant

1. **Think Pharmacy First**

SMS explained the Pharmacy First guidelines which were rolled out earlier in the year

Pharmacists can see pts with the following ailments.

|  |  |
| --- | --- |
| Acute otitis media (ear ache) | 1 to 17 years |
| Impetigo | 1 year and over |
| Infected insect bites | 1 year and over |
| Shingles | 18 years and over |
| Sinusitis | 12 years and over |
| Sore throat | 5 years and over |
| Uncomplicated urinary tract infections | Women 16-64 years |

It is an NHS England requirement that patients are signposted to this service before seeing a clinician within the GP surgery.

Our Care Navigation team send detailed referrals to a Pharmacy of the patient’s choice

Along with the GP Surgery, there are other services to which our Care Navigators may refer our patients

* Pharmacy First - as above
* Minor Injuries Unit Bishops Stortford
* Minor Eye Conditions Service (MECS) Clinic Saffron Walden
* 111
* Accident & Emergency
1. **What Can our PPG do for us as a surgery?**

CS will collate ideas and bring them with her to the next meeting

SCS stated that it would be a great asset to the surgery to have a new Blood Pressure monitoring machine in the waiting room.

It was agreed that the PPG could look at fundraising opportunities for the purchase of the machine.

**Action**: *SCS to send details of the type of BP monitor we could use in the surgery Waiting room – SEE BELOW*

[*A&D TM-2657P Waiting Room Blood Pressure Monitor*](https://www.primarycaresupplies.co.uk/a-d-tm-2657p-waiting-room-blood-pressure-monitor/)

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