**Friends of the Ridgeway Surgery**

**PPG meeting minutes**

**2nd September 2025 at 6:30pm**

**1.Present:**

Ella Thompson

Cicely Thomas

Karen Evans

Anne Wakefield

Ian Campbell

David Jones

Sarah Pritchard – Your Health Dudley

**Apologies:**

Naomi Joy Powell

Wendy Rigby

**Minutes taken by:** Ella Thompson

**2. Minutes of last meeting –** No problems

**3. Speaker – Sarah Pritchard, Your Health Dudley**

Sarah noted that “Your Health Dudley” are a free Tier 2 health service. All the staff are highly trained, often to Masters level. The service are based in Dudley and they have 21 smoking clinics a week and 28 weight management clinics around the Borough. They offer lots of face to face appointments was well as online. The service is offered during the week and at weekends. They offer services at the Community Centre in Sedgley. The service is funded by Public Health.

Adult weight management is offered for those aged 18+ with a BMI that puts them as overweight (depending on ethnicity). They do not work with people with a healthy BMI or known eating disorder, instead they refer them onto specialist programmes. They offer a 12 week nutrition programme with exercise included, however if this does not work for the patient they work with the patient to come up with an individual plan for them.

They offer help for other issues too if the patient feels that they cannot wait to see Talking Therapies, such as for bereavement or if they present with more issues than they have been referred for. For this service they have an in-house counsellor that offers 7 remote sessions. They also refer to Talking Therapies as well at the same time so the patient is put on the waiting list.

They also offer family wellness coaching i.e. children’s weight management for 4-17 year olds, if they are at risk of developing conditions such as diabetes. They work with the whole family to help educate them re food and shopping. They also collaborate with all the local hubs.

They offer full NHS Health checks and mini health checks. So if patients are not eligible for the NHS HC they will still offer a health check service albeit a paired down version.

Patients can self-refer to any of these services as long as the live, work, attend a school or have GP in the Dudley Borough. Surgeries can refer too. Until now they have not let the GP surgery know about the outcome of the referral but this is changing and letters are now coming out to the surgeries.

Sarah agreed to do a piece for the PPG Newsletter regards their services YHD offer.

Sarah noted that they try to maintain links with social prescribers and GP surgeries so they can support the patient’s needs.

CT asked what Sarah’s view is regards vaping and the risks that poses. She noted that at the moment the research indicates that vaping is less harmful than smoking and therefore the services can dispense vapes as an alternative to traditional patches. CT noted that vaping seems to be a societal issue with many using them who have never smoked.

CT noted that we have a Health Day on 11th September St Frances Church Hall from 10am until 2.30pm and another 18th September Parkes Hall and this will focus on things like stopping smoking, drug abuse etc. Sarah advised that she did not believe that YHD were aware of this. CT to chase with Julie to check the Stop Smoking service have been invited.

Sarah left some posters and noted that she is organising for information regards YHD to be added externally to all GP TV call in screens in the near future.

**4. Surgery Survey – content and format**

HealthWatch patient survey results discussed. The results poster to be added to the Newsletter. 55 results were gathered between 22 May and 25 July. CT noted that she helped hand out many of the surveys as did AW and IC. Thanks from ET to all that helped.

ET noted that the HW survey provides evidence that patients have been given the opportunity to feedback on services. As regards our own survey can simply use the same one we used last year if the PPG feel that is suitable.

ET went through the questions we asked last time. IC suggested the survey includes a section on Communication including a question about the PPG Newsletter and whether people have read. He noted this offers an opportunity to educate patients regards the useful information contained within the Newsletter.

ET will prepared the survey over the next few weeks and share with the group for feedback. WR has offered to look at the survey too once once and offer her feedback from of CQC perspective.

**5. Friends and Family report**

Noted the negative comment re the nurse. ET advised that we had raised this as a Learning Event in house and as a result of this changed our process when it comes to animal bites. Now animal bites are booked with an ANP as they can both vaccinate and prescribe antibiotics if necessary. This saves an extra appointment for the patient, ie not needing to see a nurse and then another clinician who can prescribe. Noted that interrupting a nurse when they have a patient in was not ideal practice.

IC asked how the Receptionists are trained to know who can see that patient for different issues, i.e. symptoms that are not usual etc. ET advised that all Receptionists have had Care Navigation training and are aware of how to triage and book patients with the right clinician for their issue. They also have Signposting training, meaning they know of external services they can advise patients to go to first rather than booking an appointment at the surgery, such as the Pharmacy First service, the minor eye ailments service etc. If they are ever unsure there is always a senior receptionist available to support them in back office, ie Lisa or Wendy, who can advise as to the right course of action. Lisa and Wendy are never on leave at the same time. Also, Reception are advised to send Urgent queries to Lisa/Wendy if necessary and these will be dealt with by one of them on the day.

KE noted that she has found that the information that comes up on the call in screen advising what each clinician can see really informative and useful, ie paramedic, nurse etc. This can be useful in educating patients whilst they wait. CT asked if this can be added to the newsletter – ET to send it to IC.

KE advised that she feels that the FFT feedback was wonderful given the opportunity for chaos that Dr Foster’s departure could have created as she was such an important member part of the team. KE feels that despite this the results were really good and she commended the surgery on how well they have dealt with the transition.

**6. Future speakers**

ET noted that it might be a better option to only have speakers to the PCN PPG meetings rather than our own PPG. This way the speaker has as larger audience and PPG members can take the information back to their practice/PPG to discuss further. KE noted that she feels that as we have speakers regularly our PPG tend to be well educated regards local services etc and agreed therefore that more speakers would be beneficial to the PCN PPG members.

Noted that the Pharmacist Guv will be attending the next PCN PPG.

**7. Newsletter**

IC noted that the PCN PPG Newsletter has now been issued. ANP Terry has written a piece for ours own next Newsletter. ET to also do a piece re her role too.

AW asked if we can induce something about chicken pox in the next one. ET noted that no information has come out as yet to practices but she will look into it for the future.

**8. ICB Funding implications**

The ICB has pulled the funding for practice’s call in screens (tv in the waiting room) and check in screens (in reception) due to their reduced funding. The worry is that that may be the first of other cuts, but we shall see. ET had raised the matter with the Local Medical Council for Dudley but they were unable to do anything about it.

**9. Surgery report**

ET noted that there are not many changes this time and therefore updated verbally as follows:

Dr Spiller returns tomorrow 3rd Sept as a Partner part-time. She will work all day Monday, and Wednesday and Friday mornings.

New Nurse Elle Baker has fitted in really well and already had 2 compliments in the Comments book on Reception!

Faith Wills has passed Business Admin level 3 Apprenticeship and we have taken her on full time now as she has become a key member of the team.

Our new Foundation Year 2 doctor is Dr Sian Uppall and our new GP Registrar is Dr Umma Tomo. Both will be here until the start of December. Dr Tomo will then return after a year to do her final year of GP training with us for a year.

Covid and flu clinics – we have started contacting people early this year and booking them in. Saturday clinics will be on the 4th and 11th October. CT noted that the PPG will be assisting with the flu clinics, ET is grateful for their crucial support as it is a big help thank you.

Covid vaccinations can only be given to those aged 75+ or younger and immunosuppressed this year. We are due our first delivery of covid vaccine by the end of the month.

**10. AOB**

CT asked if staff would attend a PPG – ET will ask Dr Tomo and Dr Uppal.

Lung cancer screening

IC had raised concerns this matter with ET prior to the meeting, having had an invite to Lung cancer screening via InHealth. The focus of the programme is to offer screening for anyone who has ever smoked.

Upon investigation ET found out that the project had been rolled out to our PCN without first letting the practices know. We were aware of the project but were not due until next year. This projects has been run across all PCN in Dudley. IC was concerned that the first message he received said nothing about smoking but it implied the service had been talking to his dr. He looked at website noted in the message and then realised it was for ex smokers. He has never smoked and he feels this was an error made on his records by his last GP. IC was very concerned that InHealth had obtained unauthorised access to his records. ET advised that under the surgery Privacy Notice (can be read on our website) patient information can be shared with other health bodies. Patients can opt out of this if they wish to, the PN explains how to do this.

PPG Policy

WR had noted that it would be a good idea to add an anti-racism statement. Agreed this would be useful. ET to update it.

GP National Survey results

Discussed. No areas of concern raised. Results are very positive with the surgery coming 5th in the Black Country and top in Dudley for patient experience.

**Dates and times of future meetings:**

**Friends of Ridgeway surgery – Ridgeway PPG – all at Ridgeway, starting 6.30pm**

4th November

**PCN PPG – all at 1.30pm, Northway Medical Practice**

7th October

6 Jan 2026

**Thank you to everyone for attending.**