



The Brimington Surgery Patient Participation Group NOTES Tuesday 13th September 2022

1. **Attendees:** Susan Hague (Chair); Martin Liddle; Pam Wright; Joan Bramley; Paula Elliott (Practice Manager); Emma Fordham (GP Partner); Katrina Aird (Medical Student)
2. **Apologies** – Patricia Chambers; Margaret Breeds; Pam Smiley; Lynda Hewitt; Marjorie Hopton

THE MEETING BEGAN WITH A MINUTE'S SILENCE FOR HER MAJESTY QUEEN ELIZABETH II

3. Pt feedback - (standing item)

Annual GP Pt Survey - <https://www.gp-patient.co.uk/>. These results were discussed and celebrated:

Brimington Surgery scored higher than their ICS (new structure, previously the CCG) average in every question. We also scored higher generally than our neighbouring practices in many areas.

Areas to highlight - % of patients who:

- find the receptionists at this GP practice helpful = 92%
(National Average = 82%; Neighbouring practices 86% & 82%);
- find it easy to get through to this GP practice by phone = 78%
(National Average = 53%; Neighbouring practices 52% & 65%)
- are satisfied with the general practice appointment times available = 74%
(National Average = 55%; Neighbouring practices 70% & 58%)
- describe their experience of making an appointment as good = 77%
(National Average = 56%; Neighbouring practices 66% & 55%)
- say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment = 91%
(National Average = 85%; Neighbouring practices 89% & 89%)
- felt the Healthcare professional recognised or understood any mental health needs during their last general practice appointment = 97%
(National Average = 81%; Neighbouring practices 89% & 92%)
- DESCRIBE THEIR OVERALL EXPERIENCE OF THIS GP PRACTICE AS GOOD = 89%
(National Average = 72%; Neighbouring practices 85% & 83%)

Paula will try and map a 5-year trend for the next meeting however there will be anomalies due to COVID!

Family & Friends – these are the surveys the practice gives out/can be accessed via the website– from April to August inclusive.

Responses – how do you rate the practice	64	
Very Good/Good	59	92%
Neither Good nor Poor/Don't Know	4	6%
Poor/Very Poor	1	2%

There is always room for improvement and we take all feedback seriously – it helps us celebrate what we are doing right and investigate where we can improve.

4. Surgery News – (standing item)

Staffing Dr Hughes is leaving at the end of the month. She has reluctantly taken this decision as she has moved house and the commute is lengthy.

Danielle in the Patient Support Team also leaves this month as she has been offered a term time role in a school which suits her family situation.

We will be welcoming Dr Saeed Riaz back in October. Dr Riaz has just finished his GP training with us and excellent feedback has been received from patients.

We have an advert out for new Patient Support Team members and over 3 days we have already had 42 applications.

Extended Hours – The contract for Brimington to host extended hours for 40% of Chesterfield's patient population in the evenings and weekends comes to an end on September 30th.

From October 3rd the hours that the Government requires us to open will be spread across different practices in Chesterfield and Dronfield PCN. Brimington will be hosting ONE Saturday in 4; Sunday appointments will no longer be funded and therefore they cannot be provided; we will also provide one evening per week. On alternate weeks you may be offered a GP or phlebotomy (blood test) appointment between 7 and 8am.

For the first month the appointments here will only be bookable by Brimington patients but from November/December, all patients across Chesterfield and Dronfield PCN practices will be permitted to book at any practice. In line with survey results and statistics the NHS have provided over the past few years, we anticipate that patients will have a preference to book at their own practice.

5. Social prescribing walking group

Paula read an update from Pam Smiley who had sent her apologies:

Information, posters and Logos etc are in progress

Risk assessments and insurance is in hand

Might be a slow start as a new scheme and we are moving towards Autumn/Winter

Pam is currently doing my own 2 miles a day finding out about parking; bus routes and stops; narrowness of pavements; how many roads to cross; etc.

Brimington Community Centre is involved as a start/finish point as required

Pam is currently using her motivational skills and speaking with people

Paula is to ask for a Social Prescribing Link Worker update for each PPG meeting

6. Flu and Covid campaigns Paula explained that the vaccinations would be separate due to various bureaucratic issues.

Flu jabs WILL be at the practice and we have bought jabs for all eligible patients. Covid vaccinations will be done once again via the PCN at WALTON for practice patients. She re-iterated that whilst it is patient choice, if you have a COVID or Flu jab done at a Pharmacy, the money goes to these private companies rather than to the NHS/your GP practice. This money is important income which support the running of your GP surgery. Thank you to those PPG members who have volunteered to help us with the flu clinics.

7. Practice newsletter

This is in progress and will include PPG recruitment information and the extended hours

8. Any other business

Membership – in the New Year the practice will send ad hoc patients invites and information about the PPG to try and increase membership.

Translators – Paula reassured the group, following a query, that we do book translators for anyone who speaks a language other than English. The team has talked about learning British Sign Language (BSL) and many staff are interested however this is a big commitment and the Practice does not have the capacity to undertake this. We do have one team member who is proficient in BSL however she is part time and cannot (due to capacity and indemnity reasons) be called upon to cover all eventualities. From this month we will be learning to sign the letters of the alphabet during the weekly meetings as a starting point to help us communicate with our deaf patients.

Medication Reviews – there was a query regarding these. Dr Fordham explained that we have been rolling out a catch up programme because COVID had really had an impact on this. GPs are given a monthly list to review based on patient's birth months. They decide the most appropriate action which can include the re-authorising of medications without an appointment or an appointment with the most appropriate person in the team which could be a GP or a member of the pharmacy team. The MOL (medication order line) has strict procedures for patient safety reasons and if they are unable to issue a medication, they do send a task to the practice for review.

MacMillan coffee day at Brimington Bowling Club on September 30th. Proceeds from the event will be presented to the NGS Macmillan Centre, Chesterfield Royal Hospital. The bowls final for the Joe Hancock Trophy will take place from 1pm.

Patient survey – to give out at flu clinic. PPG to get back to Paula with ideas; one suggestion was to ask people to give suggestions; another was targeted at increasing awareness and membership. Paula also to send something round.

Procedures of Limited Clinical Value (PLCV)– the NHS does not fund surgical procedures that fall under this policy – this includes ones that are deemed to be aesthetic or not affecting quality of life. Paula was unclear how to access reputable alternatives but suggested that PALS – Patient Advice and Liaison Service – at the Royal might be able to help.

9. Date of next meeting: Tuesday 20th December 10.30am