



The Brimington Surgery Patient Participation Group Notes 15th MARCH 2023 10.30am

1. Attendees:

Pam Smiley; Joan Bramley; Rachel Smith (RS); Chris Hudson; Pam Wright (PW); Cathy Hickton (CH); Martin Liddle (Chair); Paula Elliott Practice Manager

New attendees – Rachel and Chris were welcomed by the Group.

2. Apologies:

Patricia Chambers; Margaret Breeds; Lynda Hewitt; Susan Hague and Dr L Bellingham

3. Social Prescribing Link Worker (SPLW) - Suzanne Kirkland-Wells

SPWL Team covers Chesterfield and Dronfield PCN.

Over the last 12m there have been 1,084 referrals of which 45 were from Brim Surgery. The Brimington minimum target is 68. (NOTE – this reflects the Brimington list size within the PCN.) Not all practices are hitting their minimum targets – some above and some below.

Suzanne will be attending the April Practice Team Meeting to further promote the service in the hope of increasing the rate of referrals.

Suzanne is currently working with 11 pts with 13 on waiting list.

A new triage process is starting soon to try and speed up the process of dealing with referrals.

Most patients see Suzanne at the surgery but if unable to do so, she can do home visits and can also accompany her clients to groups and appointments.

Suzanne gave an outline of four case studies – anonymous:

- Helping someone who had a poor housing situation and a lack of trust in professionals. She built up a relationship and this led to housing officer being able to gain access and arrange home improvements
- Helping those who may have suffered domestic abuse link up with support organisations such as the Elm Foundation.
- Supporting an isolated housebound person who was struggling financially. She undertook some multi-agency work to ensure their needs were understood and this led to achieving funding awards to help with access to be able to leave the house
- Taking isolated people out to attend a support groups, helping them to gain independence to attend alone.

The overall aim is to help people gain independence.

Can self-refer or anyone can refer in to SPLW.

SPLW are paid but refer into Vol services.

CH suggested "Safe and Sound".

PW mentioned the Manor Centre - Suzanne has been to a group with a pt.

SPLW's have their own Facebook page but they don't do general promotion as they need to be ring fenced so that GPs are prioritised.

Questions regarding how referrals work were raised - If they don't come to surgery then they might not know about it and then won't be referred into the service. This is true but with current capacity this is working well – if the service expands this might alter.

4. Pt feedback - (standing item)

Family & Friends – discussed. Very high rates of good and very good with 4 poor and very poor over a 2-month period. There are flaws in this system as it is anonymous and hard to act upon as it is all out of context.

The practice has a good attitude to complaints as we are unable to improve what we are not aware of.

We respond to online complaints and comments on the NHS website however we do not respond to Google posts – it is a matter of capacity and we encourage people to approach us so we can fully investigate.

A recent Google post was discussed as this is in the public domain and PE explained that this patient had been given a lot of time by his GP and Consultants. He was falsely blaming the Practice for things outside of their control. The practice has gone over and above to support him and this kind of post is unfortunate.

RS asked about what support there is for staff – we all try our very best for all our patients and we do have peer support, access to coaching and resilience training however it is still upsetting because we all do care.

5. Surgery News – (standing item)

Staffing:

New Nurse Lindsey used to be a phlebotomist here and has returned as an experienced Practice Nurse. Kim from the Patient Support Team moves over to the Nursing team from April 1st to train as a Health Care Assistant and continues to do phlebotomy – this increases the Nursing team. It will allow Lisa our highly valued Lead Nurse to further develop and to start to deal with minor ailments.

A new GP has now signed a contract to start with us in June and a second job offer is out to contract for another GP – 4 sessions each.

Whilst 4 sessions might not seem a lot this is a 50% full time worker and can amount to over 24 hours per week.

Chelsea the assistant Manager has been promoted to Deputy Manager to recognise the responsibilities she has.

Half of the patient support team is new – so we have 4 established team members one of which (Alice) has been promoted to Deputy Team Leader to support Juliet the current team leader as Kim, her job share, will move out of reception. Sonia and Faye are joined by Sarah, Natalie, Laura and Georgia.

Funding discussion – this is of concern to all GP surgeries. Quite rightly the minimum wage rises in April (by 9.68%) and this affects all non-clinical practice staff across the country. So to match this and recognise what can be the toughest role in the practice we will be increasing our front-line team by this amount. This still amounts to less than we would like to ideally pay them! The issue is that the rise that Practices are being given is around 2.5%. We are not sure who is doing the sums in Government, but this will become a genuine issue as we roll along towards 2024!

6. Social prescribing walking group update

PS – up and running. Hard to find routes and not all attend in suitable footwear. Been advised not to walk along main road due to air quality but can cross it. May develop a wintertime table; will have a summer time table. Do get some people from other areas. PS can only take 10 and hopes to have someone else's support soon.

Enjoy fresh air and exercise! The aim is to send everyone off in a better frame of mind than when they arrived. Distance is variable as the group must go at the slowest person's pace.

See the May Walking festival brochure – Brimington Walk and Talk.

The group returns to the Parish Centre for tea or coffee for donation (and lunch if wanted as it is luncheon club day).

It is working well and enjoying it.

From 25th April if walking that way, the group could end up at the bowling club between 10.30 to 12 Tuesday morning – could do in 2024 as the current programme is set.

The group thanked PS for this great work.

7. Any other business

Car park sign down in entrance to the Council car park around the surgery

Issues with wasting appointment around medication reviews when bloods not done first – PE to investigate

Chelsea attended briefly to explain the issues with routine appointments as we realise that this is an issue.

8. Date of next meeting: Wednesday 21st June 2023

Jan & Feb 23	PAPER	ELECTRONIC	
Very Good	11	46	74%
Good	3	10	17%
Neither good nor poor	0	3	4%
Poor	0	2	3%
Very Poor	0	2	3%
Don't know	0		0%
TOTAL	14	63	100%

	PAPER	ELECTRONIC
Male	0	20
Female	11	38
Pref not to say		1
Self Described as:		2

AGE	PAPER	ELECTRONIC
0-15		
16-24	1	1
25-34		5
35-44	1	3
45-54	2	16
55-64	2	19
65-74	3	13
75-84	2	5
85+		

Never disappoint
 Doesn't take long to get an appointment and always happy with how pleasant and helpful staff are
 Quick Friendly Service. Staff listen and considerate
 Efficient and effective
 Always polite and helpful
 Thorough & explained
 Understanding
 Helpful staff and good service
 The Dr listened to my comments and we came to a solution which enabled me not to take up a face-to-face appointment
 GP extremely thorough and helpful. Receptionist very helpful too
 From making the appointment to seeing a doctor the whole process was very quick
 Because the service is first class
 Needed same day appointment and got it. Doctor was thorough and personable
 Always a good service and pleasant staff