The Brimington Surgery

Patient Participation Group – Notes June 2024

19th June 2024

**Attendees:** S Hague (SH Chair); J Bramley (JB); P Smiley (PS); M Liddle (ML); C Hudson (CH); Dr Fordham (EF), M Varley (MV)

**Apologies:** L Hewitt; S Bridge; C Hickton; P Wright; S Wetton;

**Matters arising from last notes not on the agenda –**

Inaccuracy - remove New walking group from last minutes.

**Appointments**

SH Came in and there was a man sobbing, he had been cut off on the phone at a few mins to 8am. The Patient Support Team (PST) member on reception told him he needed to phone us at 1pm as there were no appointments left to book however, he did manage to leave with an appointment.

PE informed the PPG that the phones don’t switch on til 8am so not sure how he was cut off before the system was active.

Dr Fordham told the PPG that we do not have a completely rigid system and if the PST see someone in distress, they do send a message to the on call GP. They are good at recognising if pts are contacting frequently. We also constantly review our systems.

PE agreed that there is a lack of capacity in GP services across the country despite Practices providing many more appointments.

PPG enquired how we got information out to patients about services such as the Pharmacy.

CH said that she had done an audit on the practice website at PE's request and saw that there was a lot of information and many services.

PE asked for ideas on how to get more information out to patients.

MV suggested that emails were quick, cheap and efficient. PE explained that in the past they were thought to be too insecure however marked as an action to revisit this for more generic information.

A lot of information goes out via SMS as many of our patients have mobiles even if they don’t have computers, however the NHS might be bringing in some cost cuttings in this area.

(POST MEETING NOTE – 94.5% of pts have mobile numbers on their records)

The electronic screen is more useful than the posters – ensure that the Pharmacy is advertised on this.

MV asked about the effectiveness of telephone consultations. Dr Fordham confirmed that they can be very useful for follow up appointments. However most of our appointments are now face to face. Phone consultations for new problems often end up needing face to face appointments so that is 2 appointments instead of just the one in person.

**Barlborough Hospital** *– (Chair).* 2 members went to a presentation at Barlborough and were impressed with the number of services they offer. Dr Fordham confirmed that it is one of the referral options via the MSK service for hips and knees, patients are certainly offered this hospital under the NHS. They also do hernia repairs – this should show on the Choose and Book online system if we can refer directly to them.

**Pt feedback - (standing item)**

Family and Friends Test – results were reviewed.

PCN Survey – comments were looked at. Acknowledged it was too long but it was a PCN wide version so we all needed to stick to the same format.

PE asked for suggestions for the next patient survey which would hopefully be run by PPG members at the flu clinic.

**Surgery News – (standing item)**

Staffing – for once not much movement!

DNAs – we do send letters and SMS; Very time consuming to run reports and then go into every record to ensure there are no mitigating circumstances so PST/Clinicians flag concerns to Managers for a very targeted approach

Phone system – Brief demo of call waiting dashboard. We now have a call back facility available for anyone waiting more than 8 minutes.

**Walking group update**

20 yesterday and 11 stayed for lunch – going very well, "Pre-Hab" referrals on the rise to get fit pre-op.

Note – Chair based exercise also going well

**Practical help**

* Best Practice Guide review– Move to September
* PPG Roles – Email account ML to take on.
* Schools – "no movement yet". Remove from agenda
* Brim Fest – July 27th 12pm – Bottles and bottle bags gratefully accepted for the Brim Surgery stall
* Garden volunteers– PS to speak to current gardener
* Noticeboards – PST to gather info for displays. CH & MV kindly volunteered to support the PST with updating these
* Newsletters – no one able to provide support with these currently

**Any other business**

* Covid Vaccinations – Moderna made some people ill. Pfizer prefered so we had a lot of cancellations. We have no choice of what we get.
* Flu/Covid clinic – Wed 9th October afternoon
* Research – Patients will be offered an opportunity to participate. Data protection is well controlled. Topics have included: migraine treatments; dementia; diabetes. A list of relevant pts are identified (there are plenty of exclusions built in); the practice reviews this list and then contact pts they have identified to let them know about it. Then the company contacts the pts – not compulsory and can decline. They will then be coded appropriately and not contacted in future.

**Date of next meeting –** *Wednesday 18th September 10.30am*

ACTIONS:

PE to invite Karin to Dec meeting (date tbc) – GIVEN CHOICE OF SEPT/DEC

PE to look at reporting on % of emails and usage of these – ASKED MARK

PE ensure pharmacy is on electronic screen – ASKED CHELSEA

PPG Members - bring question ideas to next ppg for survey.

PE bring DNA figures as a % of the total number of appnts– ASKED CHELSEA

PPG Members Read and bring comments to next meeting - Best Practice Guide

PE Brim Fest email - STARTED

PE Get materials sorted for notice board

PE PPG email info to ML - STARTED