

Billesdon PPG Meeting
Tuesday 30th April 2024 12.30pm, Bushby Surgery

Present:

Dr Wardle (GP Partner), Julie Smith (Practice Manager), Becky Farmer (HR and Data Administrator), Dr Taylor (GP Registrar).

PPG members: John Dyson (Chair), Susan Hart, Anthony Head, Margaret Hughes (Secretary), Bridget Lawden, Allan Lee, Janette Stocks, Susan Swann, Roger Vernon.

Apologies Ian Hill, Ann Markee, Claire Recordon.

1. Apologies for absence and introductions

JD opened the meeting and invited those present to introduce themselves (see above). Susan Swann had recently joined; MH to email through the previous minutes and the PPG Constitution.

MH listed those members who had sent apologies (see above).

2. Review of previous minutes dated 07/11/2023

It was agreed that these minutes were a true record.

Of the matters arising / actions recorded the following were noted.

The response provided to TABS (Thurnby and Bushby Society) had been very well received by the editors of that newsletter and thus keen for further updates.

JD referred to the statement recorded re. *'patients not encouraged to turn up at the Surgery at 8am and thereby bypass the telephone system'*. JS re-iterated that this is not encouraged.

MH / RV confirmed that the testimonials on the website relating to 'Open Surgery' have now been removed.

3. Practice Report

JS gave the following update to the group.

The telephone system will shortly be upgraded to include a call-back function. Work on this upgrade, and training of Practice Staff will commence on 9th May thereafter a trial period. There was a general discussion on how this new functionality might work and benefits thereof but details of the full functionality will be shared following the training. This additional facility was well received.

A new online system called Accurx Online Patient Triage has been introduced at the surgery, this system running alongside the phone system. It enables patients to submit administrative requests, examples of which can be found under Contact Us Online on the Billesdon website.

There was further discussion with regard to the availability, online, of bookable appointments. The minutes dated 25th July, item 6, give a brief overview of the schedule and loading process of Practice appointments. GP appointments can be booked through the NHS app, SystmOnline or via Practice reception should the

patient not have access to the necessary technology.

It was noted that there was still reference to Dr Cooke under the complaints procedure. RV volunteered to go through the website and identify any such anomalies and report back.

Dr Lucy Taylor was introduced to the group. Lucy is a GP Registrar i.e. a fully qualified Doctor who has chosen to specialise in General Practice. Lucy will be working at the Practice for 4 months. She will be working full-time and cover pre-bookable on the day appointments

Re. staffing, JS advised there is 1 vacancy in the Dispensary Team and 1 vacancy in Reception. The Practice has recently appointed 1 Health Care Assistant (HCA).

The flow chart expected from Ben Hohn, Mental Health Practitioner, was thought too clinical and thus not posted on the Billesdon website. Ben Hohn also runs clinics at the South Leicestershire Medical Centre (same primary care network). Appropriate information on that website might be helpful to Billesdon patients; SH to send the link to JS for her consideration.

4. Members' Feedback

With reference to what is termed Scraftoft North, a question had been submitted asking if the PPG / Practice was aware of this planning application for 1200 houses, all of which come under the catchment area for the surgery.

Again the Practice is not involved in the early development of these plans and thus has no comment to make.

JS did add that they had received payment to now recruit architects to look at extending the surgery at Billesdon.

5. Chairman's Business

JD complimented the Practice by saying that the Spring COVID vaccination had, in his opinion, worked well.

Of the PPG members in the cohort to receive this booster, none had received a confirmation text re. their appointment booking. Some patients had turned up without booking a time. JS to look at clearer messaging.

6. Communication to patients – ideas / messages

Work would soon commence on Newsletter, edition 2, the content of which to include details of the PPG and the dates of the Protected Learning Times (PLT). These dates are now available through to March 2025. On PLT days, the surgery and dispensary are closed for training in the afternoons. RV requested that the Newsletter be produced in Word.

BL asked if she could forward posters (to the Billesdon and Bushby surgeries) of the LOROS bereavement service recently established at Café Fifty Five in Thurnby. JS agreed.

7. A.O.B

JST reported that there is positive feedback re the surgery on the WhatsApp group for Tilton and Halstead.

Meeting finished at 1.30pm

8. Next Meeting – Tuesday October 29th, 12.30pm, Bushby Surgery