

Billesdon PPG Meeting
Tuesday 7th November 2023 12.30pm, Bushby Surgery

Present:

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

PPG members: John Dyson (Chair), Susan Hart, Anthony Head, Ian Hill, Margaret Hughes (Secretary), Bridget Lawden, Allan Lee, Ann Markee, Roger Vernon.

Apologies Claire Recordon, Janette Stocks.

1. Apologies for absence and introductions

JD opened the meeting and invited those present to introduce themselves (see above).

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

2. Review of previous minutes dated 25/07/2023

JD invited proposals that the minutes were an accurate record. JS proposed, AL seconded.

3. Practice Report

JS gave the following update to the group.

Two Flu / COVID vaccination clinics had been held in September. Uptake had been really good; 1500 and 1200 vaccinations given out respectively.

Accelerated Access to GP-held patient records became available to all on November 1st. Patients who *already* have an online account can now view their records online; information will only show from November 1st going forward. Patients who already have online access to their records should not have to re-request to use this facility; it should be automatic. Patients who are not already registered and wish to see their information prior to November 1st need to request access through Reception (full details appear under 'NEWS' on Surgery website).

The Practice has recruited a Mental Health Practitioner, Ben Hohn. He will be available all day Wednesdays; book through Reception, ongoing sessions will be offered. Refer item 6.

The Practice are putting up posters in both the Billesdon and Bushby Surgeries advertising Dementia specialist Admiral Nurse Clinics; these will be held in Market Harborough and Kibworth. These clinics will offer practical advice, support and help for families affected by dementia. To book an appointment visit dementiauk.org/mhboroclinics. The named Admiral Nurse at Market Harborough is Sarah Merrill.

Re staffing, JS advised that one member of the Dispensary Team had left due to excessive abuse and thus the Pharmacy is under pressure. No change to the staffing levels in Reception.

The university is funding a fully qualified GP for the Surgery. Dr Hari (for short) will be scheduled into the rota on (most) Tuesday mornings. Her academic research subject is breathlessness

4. Members' Feedback

RV had raised two questions under this item.

Firstly, his question related to the recent FLU / COVID vaccination clinics held and the fact that patients had had to queue despite being given an appointment time. JS explained that the timing of appointments was based on just giving the FLU jab (1 minute allocated); The Practice was then asked to offer the COVID jab too, this left them no time to reschedule. JS advised that patients unable to stand / queue at such sessions are able to come in through the front door. Group members commented that they found the clinics worked very smoothly.

Secondly, a question about the 8am telephone answering system. The number of calls in the queue has now been increased from 15 to 20, and will be monitored. 3 Reception Staff are on hand to answer calls at this time; each GP on the morning rota has 12 routine slots. Patients are *not encouraged* to turn up at the Surgery at 8am and thereby by-pass the telephone system. Afternoon appointments with a GP are pre-bookable.

5. Chairman's Business

JD outlined a planning application for up to 230 Dwellings, a 70 Bed Residential Care Home, a GP Surgery and retail provision in the vicinity of Houghton on the Hill.

The Practice had been consulted over the above plans. The Practice is not planning another branch in Houghton. The plan is to remain as now i.e. Surgeries in Billesdon and Bushby.

IH, who is a member of Houghton Parish Council gave more information to the meeting.

6. Communication to patients – ideas / messages

A message relating to the appointments process and, as expected, the new Mental Health service will be prepared from the website and passed to PPG members to circulate via their respective village newsletters. Note, the Surgery Policy is not to use Facebook.

AL had been contacted by the editors of TABS (Thurnby and Bushby Society). They are keen to pass on information wrt The Surgery to their elderly readership who don't have access to the technology / expertise to navigate the website. TABS had provided a list of questions. SH and MH agreed to collate 'useful facts / services' about the Surgery; this, if found useful, could form a rolling news service.

7. A.O.B

RV mentioned that there are testimonials on the website relating to 'Open Surgery'; it was felt that such references should be removed.

It was agreed to put the Constitution of the group on the Surgery website.

8. Date of next meeting: Bushby March 2024 (actual date to be advised)
Meeting closed at 1.30pm