

Billesdon PPG Meeting
Tuesday 29th October 12.30pm, Bushby Surgery

Present:

Dr Acharya (GP Registrar), Dr Wardle (GP Partner), Becky Farmer (HR and Data Administrator), Jordan Footitt-Cox (Admin Manager)

PPG members: John Dyson (Chair), Susan Hart, Margaret Hughes (Secretary), Allan Lee, Ann Markee, Susan Swann

Apologies Claire Recordon, Julie Smith (Practice Manager), Janette Stocks, Roger Vernon

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. Election of Chair

With reference to our constitution, (PPG) meetings will be held at least twice per year and chaired by a patient representative. The chair will be appointed annually by the group.

JD (current chair) advised that he had been a member of the PPG since 2016 and, following the hiatus of the pandemic, had agreed to take the chair and lead the group. He had recently turned 80, and thus felt it time to stand down. SS put herself forward to assume the role of chair. She will take up the position in April 2025 (our next mtg.) JD kindly offered to be vice-chair, a position currently unfilled.

3. Review of previous minutes dated 30/04/2024

JD thanked MH for producing the minutes which were agreed as a true record of the meeting.

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

RV had gone through the practice website and reported his findings back to JS (note, one anomaly which has since been corrected). AL reported that the editors of TABS (Thurnby and Bushby Society) are keen to get updates for their magazine (refer item 7)

4. Practice Report

In the absence of JS, BF presented the report to the group.

Following the recent (June) inspection by the Care Quality Commission (CQC) the Surgery had received a rating of good in each of the categories examined, thus giving the practice an overall rating of 'Good'.

The new call-back function on the telephone system is receiving good feedback from patients. Whether ringing from a landline or mobile, patients choosing to use this

facility are not disadvantaged and their queue position is preserved. Option 1 is now disabled, this option used to allow patients to skip the automated messages.

Dr Acharya was introduced to the group. He is a GP Registrar i.e. a fully qualified Doctor who has elected to specialise in General Practice. He started with the practice in August and the programme runs on a 4-month rolling basis with a replacement starting in December.

Staffing - Cat Tanser, team lead for reception has now retired and been replaced by Tara Clarke. There have been 2 leavers in the dispensary Donna Norman and Stella Leader. A new trainee dispenser, Leanna Steele, and a qualified dispenser Cheryl Littlejones are due to start in November and December respectively. Trish Crabtree, practice nurse has retired after 15 years' service. A new practice nurse, Sylvia Cartwright, started in September, and a further practice nurse Lindsey Tranter will join in January 2025.

Seasonal Flu and COVID vaccination clinics were held on the 5th and 12th October at the Billesdon Practice. To date 1090 Covid and 1308 Flu vaccinations have been administered. Housebound patients are currently being visited and offered the vaccinations. The practice thanked patients for their support in choosing the surgery for their vaccinations.

5. Members' Feedback

AM praised the practice in providing urgent help to a recent situation. Dr Wardle advised that a duty doctor is always available 8am to 6.30pm (Monday thru' Friday) but this service should **only** be used if urgent help is required.

It was noted that the phone number of the dispensary is not easily found on the website. Noted, BF to follow up.

With reference to the previous minutes, and Ben Holm's flow chart being deemed too clinical for the website, CR had submitted a question asking if a less clinical / simpler form of the flow chart could be made available. Noted, BF to follow up.

Questions re social prescribing and physiotherapy services were raised. Dr Wardle advised that patients could speak directly to reception to book an appointment or book online to see the physiotherapist. The next PPG newsletter will include details about our Heath and wellbeing team and how to contact them.

BF was asked about the current number of complaints. These are now down considerably and are very infrequent. Improvements to the telephone system have contributed to the reduction in complaints.

6. Chairman's Business

JD asked if there is any progress on the development / extension to the Billesdon Surgery building. Dr Wardle replied that some funding has been allocated and plans are under discussion.

7. Communication to patients – ideas / messages

The most recent newsletter, produced by SH, had been very well received. SH will commence work on the next edition in due course; this will **not** become a monthly publication, nor can its production be timed to coincide with deadlines for village

magazines. Several ideas for inclusion in the next newsletter were captured throughout the meeting, namely the services offered with the health and well-being / social prescribing, physiotherapy, and mental health teams.

AL asked if the Hallaton magazine was in receipt of these communications. MH said that, as secretary, these communications e.g., newsletters are sent out to all PPG members with the assumption that they will forward onto the publishers of their respective village magazines. AL to follow up on a contact for Hallaton.

8. A.O.B

Meeting finished at 1.30pm

9. Next Meeting

April 2025, date to be announced.