

# Patient Participation Group (PPG) Newsletter

## Practice News

### • Appointments

The practice offered **3045** appointments in June 2025. **1647** of these were GP appointments, **972** were Nurse appointments, 363 were 'other' appointments e.g. appointments with the physiotherapists, pharmacist, and **63** appointments were DNA (Did Not Attend). Of the DNAs, 8 were with a GP, 11 Nurse, 24 Phlebotomist, 11 Health Care Assistant and 9 'Other'. The total time lost amounted to 16 hrs 16 mins.

It is important to cancel or reschedule an appointment as soon as you realise that you are unable to attend it. The surgery will record any missed appointment in your patient record as a DNA (Did Not Attend).

The following extract, entitled **Missed GP appointments costing NHS millions**, appeared on the website of NHS England in January 2019 and gives an indication of the cost of DNAs to GP surgeries:

“...More than 15 million general practice appointments are being wasted each year because patients do not turn up and fail to warn surgeries that they will not be attending.

There are around 307 million sessions scheduled with GPs, nurses, therapists and other practice staff every year and 5% – one in twenty – are missed without enough notice to invite other patients. That works out as around 15.4 million missed slots. Of these, around 7.2 million are with busy family doctors, which adds up to more than 1.2 million GP hours wasted each year – the equivalent of over 600 GPs working full time for a year.

Each appointment costs an average of £30, putting the total cost to the NHS at more than £216 million pounds on top of the disruption for staff and fellow patients that would pay for:

- The annual salary of 2,325 full time GPs
- 224,640 cataract operations
- 58,320 hip replacement operations
- 216,000 drug treatment courses for Alzheimer's
- The annual salary of 8,424 full time community nurses...”

### • Friends & Family Test

Billesdon Surgery welcomes suggestions to improve how the practice operates or manages its services. Patients are encouraged to complete a Friends and Family Test feedback form which can be found on the practice website and accessed via the link on the Surgery's home page

In May and June 2025, **93%** of our Friends and Family feedback stated that the service received from the practice was **Very Good** or **Good**.

### • Staff changes

Dr Sonali has joined the GP team and works on Thursdays. For 12 months she is part of the National GP Retention Scheme which is a package of support to help doctors, who might otherwise leave the profession, remain in clinical general practice.

Dr Gibidi has also joined the GP team. She is a PCN (Primary Care Network) GP working 2 Tuesdays each month.

Lindsey is now the Lead Practice Nurse; Sylvia has recently joined as a Practice Nurse having been supported by Billesdon Surgery throughout her University course; and Jenna has joined as a Phlebotomist. There is a vacancy in Reception.

## **Additional Health Services**

As mentioned in the previous PPG newsletter, the following **Additional Health Services** are available at Billesdon Surgery:

- **Mental Health Practitioner**
- First Contact Physiotherapist
- Health and Wellbeing - Social Prescribing Link Worker
- Clinical Pharmacist

In this newsletter we give more information on the work of and access to our **Mental Health Practitioner, Ben**.

### **What is a Mental Health Practitioner?**

A Mental Health Practitioner is an experienced professional who is trained in a range of psychology interventions to improve mental health and wellbeing. They will help to triage an individual to the most appropriate service if needed and can help and support people with either diagnosed or undiagnosed mental health concerns. This could be one or a number of mental health feelings and symptoms such as anxiety, low mood, loneliness, grief, hallucinations or stress as well as a range of complex mental health needs, including psychosis, bipolar disorder, personality disorder, eating disorders, severe depression and mental health rehabilitation needs.

### **What can I expect from an appointment with the Mental Health Practitioner**

A Mental Health Practitioner focuses on your individual mental health needs and offers a safe space to talk about your feelings and how they can be supported. They will ask you questions and may use screening tools to help them understand your concerns.

Together you can decide on the next course of action. It may be that you are given time to consider what you would like to happen next, or a follow up appointment to review how you are getting on. They may provide tools and techniques to help manage symptoms and short-term interventions to help you overcome your difficulties. There is also the possibility of referring you to a registered mental health professional or service elsewhere for more in depth support.

### **How do I make an appointment to see the Mental Health Practitioner?**

An appointment with our Mental Health Practitioner, Ben, can be made by calling Billesdon Surgery on 0116 259 6206. You do **not** require a referral from a GP.

When calling the surgery for an appointment, reception will be able to book you in for either a face-to-face, video or telephone appointment with Ben.

Initial appointment times can vary, but typically could take between 30 to 60 minutes. Follow up appointments can be arranged in discussion with your Mental Health Practitioner.

Details of other Additional Health Services, namely First Contact Physiotherapist, Health and Wellbeing - Social Prescribing Link Worker and Clinical Pharmacist, will appear in future newsletters but in the meantime can be found on the Surgery's website, <https://www.billesdonsurgery.co.uk>. Please click on the link 'Meet the Team' on the home page to find more information on First Contact Physiotherapist and Clinical Pharmacist. For Health and Wellbeing - Social Prescribing Link Worker it is necessary to use the Search box in the top right hand corner of the home page.

The latest newsletter is available to view on the [surgery's website](#) along with the minutes of our PPG meetings by inputting PPG in the Search box on the home page.