

Patient Participation Group Meeting

Notes of the meeting with the surgery held on Wednesday 28th June 2023

Present: Roger Wilson, Rosemary Rodgers (Acting Chair) Russ Longson, Coral Tranter, Graeme Potter, Mary-Ann Munford, Stephen King. Assistant Practice Manager Carol Banham, Practice Manager Karen Slater.

1. Roger Wilson was voted in as Chair of the PPG and Yvonne Deacon has kindly agreed to serve as secretary / minute taker. Cllr. Mary-Ann Munford will help with communications.
2. There will be, where possible, occasional evening meetings to accommodate Leah Scanlon. Face to face bi-monthly meetings will continue with the GP practice.
3. Mary-Ann will copy to Carol Banham and to Karen Slater draft articles she writes for Focus for their comments.
4. Carol will send minutes and focus article to the wider PPG group.
5. Surgery news:
 - Audit of 'Did Not Attend' (DNAs) January to May 2023

604 appts lost, that's 160hrs 53minutes of surgery time	
77	GP appointments
33	Registrar
14	Nurse Specialist
44	Nurse Prescriber
211	Practice Nurse
175	Health Care Assistants (HCAs)
50	Physio
604	

Carol Banham will supply the figures for the last month. The group concluded that in this way "Patients Don't Help Patients"! This could be the title of the Focus article.

- Patient Numbers continue to grow – capacity is so squeezed.
- There is a new digital questionnaire going to patients' mobile phones. Of the 500 who responded 90% of the 500 gave at least a good rating as follows: 344 Very Good, 126 good, 11 neither good nor bad, 8 poor, 1 very poor.
- The main reasons given by the 9 patients who said poor or very poor were cancelled appointments, no appointment availability, and no reception answer.
- A new self-treatment App is going to be trialled. Carol Banham will send to PPG members.
- Staffing: there will be three Registrar level GPs from the beginning of August, plus two medical students from Anglia Ruskin University (ARU) Medical School in Chelmsford.
- Space is limited at the surgery so there will be 'hot-desking' to accommodate all the staff.
- Regrettably the Business Manager, Sharon has had her meeting with NHS estates cancelled.

- Patient numbers are 9,500 at the moment and growing with the further influx of patients from ever more new builds.
- Crouch Rd Clinic chargers for the rooms there. It's run by 'Provide'. District Nurses are based there. Phlebotomy is there Thursday mornings, Hearing Aid help is once per month, physios have been brought back to the surgery as it's too expensive to keep them at the clinic. Physio is provided by the Primary Care Network and is in Burnham Surgery Tuesdays and Thursdays (1st contact physio Ray or Suleman).
- Recently new receptionists have been recruited. Apprenticeships have ceased at the moment. Of the three previous apprentices, one went on to do medical secretarial work.
- A Mental Health nurse from Essex Partnership NHS Mental Health and Community Trust (EPUT) is at the surgery 1 x Monthly to give health and lifestyle advice to those people with enduring mental health problems.
- The surgery are currently supporting Savages pharmacy to further their pharmacists 'clinical pharmacy' qualifications so they can provide further expert advice.
- Receptionists who are now trained as 'care navigators' are keen to build their reputations with patients so that patients feel confident that they will be signposted by them to the right care for them. It is not always necessary to see a doctor. The practice manager will look at ways in which trust can be built.
- Medicine reviews – Clinical Pharmacists ring patients to conduct reviews. Sometimes they ring at a different time to the one booked which is very unsatisfactory for patients. Letters are sent to patients who don't do text messaging.

Sadly Karen Slater, Practice Manager will be leaving the practice at the end of July to return to her Pharmacy profession. She will be much missed and we wish her well and thanked her for her hard work here in Burnham.

Actions

1. Write article for Focus magazine to include reference to the Burnham Town Council Health and Well-being plan and resource database and the Maldon Connect website where people can find all sorts of support in the community. The article will be shared with PPG members.
Action Mary-Ann
2. Write to the Local Pharmacy Committee (LPC) re the overloaded pharmacy services in Burnham because it's the LPC who approve licenses.
3. Generally PPG members can remind residents that there are many ways to access health care locally:
 - Don't miss appointments is a big waste of GP surgery time "patients aren't helping patients!"
 - Leanne Smith, Social prescriber can signpost people to support in their communities.
 - Use NHS 111 for non emergency help (ie none 999) they will be signposted to the help they need.
 - Dial NHS111 then select option 2 for Mental Health.
 - COVID advice dial 119
 - Use your pharmacies for minor ailments and for medication advice.