



The Brimington Surgery - Patient Participation Group

NOTES - WEDNESDAY 21st JUNE 2023

1. Attendees:

S Hague (Chair), C Hudson, P Smiley, P Wright (PW), J Bramley
Dr L Bellingham, P Elliott (PE - Practice Manager)

2. Apologies:

M Liddle (ML), M Breeds, C Hickton

3. Items arising from previous notes:

Practice Funding – ML had emailed in as he was unable to attend, raising the idea of crowd funding. No one present had any experience of this and would like to discuss this further at the next meeting.

To crowd fund towards the internal building configuration was rejected however, it was thought that it could be investigated to provide something additional to increase capacity or support the staff and patients in some way. PE wondered about an elephant kiosk* or something along those kind of lines.

**Elephant Kiosks is a niche manufacturer of touchscreen kiosks and a leading provider of interactive technology systems for the UK healthcare sector.*

PW asked if the practice had applied for any development money from the local building developers – she will send PE some information post meeting.

4. Pt feedback - (standing item)

Family & Friends Test (FFT) – the April/May figures were discussed. Once again, the practice was very happy with them. PE clarified that the "very poor" response logged as "Unpleasant personal comments made about a GP not reported here" meant that the patient responding had made inappropriate, personal comments about one of our doctors and it was not appropriate to repeat them.

PE explained that there is an Enhanced Service of which one part is to show "improvement on Friends and Family Test scores" – since the "Good" and "Very Good" scores are usually in the 90%+ range it is unclear if the practice might be penalised for a lack of improvement. Of course there is always room to improve however the structure of this tool does not always lend itself to being useful to inform improvements. Where we are able to use the comments to improve our services we do of course do so.

The other part of this is to show "improvements in coverage of the FFT" – these are always available in practice and online. The Patient Support Team and the Pt Coordinators actively promote these however it is not always at the forefront of their minds as their days are so busy. We will try and increase our promotion of this.

5. Surgery News – (standing item)

Staffing:

- Two new GPs Dr T Hardwick and Dr E James starting in June.
- Liz Carlile, the pharmacist employed by the Practice has now retired
- We can now have 2 days (instead of 1) of Social Prescribing Link Worker time. This has meant that Suzanne has moved on (she might be back) and our SPLW is now Karin who is at the practice on Mondays and Thursdays.
- We now have a new ARR (Additional Roles Reimbursed) Pharmacist Laura and a Pharmacy Technician Sheralyn. They come from Secondary Care and Tesco Pharmacy respectively. It is starting to feel like this team is getting back up and running as both work out of our building most of the time.
- PE explained the trainees and how they help the practice. We host – ST1, ST2 and ST2 doctors. They are trained doctors who are doing their Specialty Training (ST) in years one, two and three. We also have Foundation level 2 doctors (F2) again they are qualified doctors who are undertaking further training prior to making their specialty decisions. They are all supervised by our regular doctors

6. Work for 2023/24

Quality and Outcomes Framework (QOF) - *Optimising demand & capacity in General Practice.*

Investment and Impact Fund (IIF) - *Capacity and Access Plan*

This work provides vital funding for Practices and PE explained more about them . There is a lot of remote measuring of data which relies on a significant amount of background work in practice – we have almost as many non-clinical staff as clinical, to cope with all our ever-increasing administration.

The data is extracted from our systems automatically (non-identifiable patient data) but, however it is presented, it does not mean we have more staff or more appointments; we also do not have more money as much of this is re-cycled funds from last year's schemes. We do however work on a daily basis to optimise our appointments and capacity.

7. Social prescribing walking group update

PS updated us and it sounds like it is going really well. There was a visit to one of our team members huge garden and another walk will include a trip to the bowls club.

8. Any other business

DNA's (Did Not Attend) – we discussed these, with appointments at a premium, the group rightly wanted to ensure that the practice was still following these up. Chelsea Webster the Deputy Practice Manager provided some information about how many letters she has sent out and the lengthy process she goes through prior to writing to a patient.

Once all DNA patients are identified (via a report using DNA coding) she assesses each patient to ensure that they had not contacted the practice to apologise, to

ensure that there are no significant health issues that need to be considered and to see if they have had previous letters. Sanctions the practice can take are limited however the first (for a repeat offender) is to remove the ability to book appointments online and over the phone. This is never done lightly and always discussed with the patient's usual GP and a GP partner first.

- Joint PPG – is this still running? PE to enquire.
- PE to invite SPLW to next meeting.
- PE to invite the Welfare Officer to the next meeting – **please inform her if you are allergic to, or have a fear of, dogs!** Moose is a cocker spaniel and a key part of our practice staff welfare plan!

9. Date of next meeting: 20th September 2023 at 10.30am

April May 2023	PAPER	ELECTRONIC	
Very Good	9	13	81.48%
Good	2	1	11.11%
Neither good nor poor	0	0	0%
Poor	1	0	3.7%
Very Poor	0	1	3.7%
Don't know	0		0%
TOTAL	12	15	99.99%

	PAPER	ELECTRONIC
Male	1	7
Female	7	7
Pref not to say		1
Self Described as:		

AGE	PAPER	ELECTRONIC
0-15		
16-24	1	
25-34	1	
35-44	1	2
45-54	2	3
55-64	1	6
65-74	1	2
75-84	1	2
85+		

Friendly Staff Genuinely seem to want to help	G
Called this morning, got an appointment within a couple of hour thank you	VG
Compliments to all staff starting at Reception. Never been displeased. Always does best, fast service. Doing a Great job	VG
Pleasant helpful staff. Easy appointment booking. Good/clean surgery waiting room and clinical rooms. I have to wonder however, why a perspex screen is still up in reception - communication between staff and patients is difficult and not very private! Please remove it	VG
The service you get is polite and very helpful	VG
Appointment time was met. Team very friendly	VG
Dr B is a fantastic doctor, with time and empathy for her patients, would highly recommend her, plus your reception staff especially Juliet, Kim and Sonya are very helpful and friendly, also Gemma and Lisa the nurses are friendly and helpful too	VG
Not waited long to see GP and listened and acted on what was discussed	VG
Because it is a friendly and efficient Practice	VG
Always thorough and friendly	VG
The introduction to services via phone is too long + drawn out. Some reception support is formidable. The feeling of GPs being available is still negative.	P
Great Service and humanity :) Thank you	VG
Seen very quickly by friendly doctor	VG
The doctor gave me a very good explanation of my condition and what treatments are available. Everything went smoothly	G
Unpleasant personal comments made about a GP, not reported here.	VP
Knowledgeable and quick to deal with important issues	VG