

BAILDON MEDICAL PRACTICE PATIENT PARTICIPATION GROUP

Minutes of PPG Meeting 1 March, 2023 at 4:00pm

Present: Lizzie Lister (Practice Manager), Dr S Patterson (GP), Janet Davidson, Kevin Holland, Sue Jerram, Jean Robinson (Secretary)

Apologies were received from Jane Johnson and Andrew Kenure

Agenda

Minutes of Last Meeting

These were agreed. Actions from the last meeting:

- Email addresses and mobile numbers had been circulated to group members and placed on the Practice noticeboard
- Jane Johnson's email address had also been added to the noticeboard
- There had been no contact from Salts about recruitment of students for the PPG. It was decided not to follow up on this

Enhanced Access (formerly Extended Hours)

Dr Patterson gave the background to this including the historical context when practices were paid extra money for providing appointments outside the normal surgery hours. The current government position is that extra hours are provided by Primary Care Networks (PCNs).

In Bradford, most practices sub-contract to Bradford Care Alliance which provide a variety of services, e.g. GP, Nurse, Phlebotomist, counselling, remote physio appointments etc. This enables patients to access services outside the core hours, i.e. evenings and weekends. There are currently two GPs at Bingley and two at Moorside offering face to face appointments as well as remote GP appointments being offered on a weekend. This has not proved popular as patients did not want to travel to surgeries outside their local area and on occasions resulted in those patients also requesting another appointment to see their own GP anyway. Historical provision of Sunday appointments proved very unpopular. Remote physio appointments were left unused. As a result of unused appointments and poor uptake, Baildon has requested to increase in-hours GP appointments to meet the needs of the patient population with effect from 1 April 2023. Baildon patients still have the opportunity to use other services provided under the Enhanced Access scheme outside of core hours, (eg Smear Clinics, Asthma, Grief And Loss, Mind, Counselling, Phlebotomy).

There is an updated and comprehensive section on the practice website detailing services available.

Some practices have chosen to act as a 'hub' outside of core hours for Enhanced Access provision for a few practices, but this has required them to ensure a range of staff are available outside the core hours.

It was stated by one group member that the system of Enhanced Access seemed to be not widely known, especially by older people who did not or could not access the website. It was then pointed out that these people would probably be those who least needed appointments outside core hours. Our receptionists have been offering patients Enhanced Access appointments when patients ring up for an appointment. Unfortunately, Enhanced Access appointments are only bookable through Reception and not online because of IT restrictions out of our control.

Bradford Care Alliance provide a monthly update on its usage for NHS England.

Other topics discussed during this part of the meeting

- GP recruitment in general was discussed. It has been widely publicised that it is difficult to attract people to the profession due to the numbers of patients seen per day and the resulting 'burn out'. Some GPs wish to work as locums only. Baildon is in the fortunate position that it has a few regular locums to call upon.
- There was discussion around the possibility of providing an out-of-hours information session about diabetes. Although Social Prescribers from the practice could possibly be involved in this and other health checks a couple of barriers were noted: communication about this would involve possibly emailing all patients, and a nurse would need to be on site.
- There is a National Diabetes Prevention Programme. Progression towards diabetes have been known as 'normal', 'border line' and 'pre-diabetic'. Those patients who are pre-diabetic have annual checks and no-longer have to wait three to five years to know their current status. Those who are once classed as pre-diabetic remain on the practice list, even if their levels return to normal. Approximately ten percent of Baildon patients are pre-diabetic.
- Health checks which used to take place for patients at ages 40, 50 and 60 were discussed. Very few issues were picked up in the 40 year olds, a few more in the 50 year olds and most in the 60 year olds. Full cardiac vascular checks took place, and then an individual's 'cardiac risk' could be established. Dr Patterson suggested that a new screening programme could be developed. The practice receives from the NHS a list of patients eligible for a health check. This could be cross-referenced with a list of patients who had not had a blood pressure check in the last five years. Those on both lists could then be invited in for a blood pressure and bloods check.
- A question was asked about BEEP (Bradford Encouraging Exercise in People), a Bradford Council subsidised scheme, and whether it was still running. Following the meeting it was confirmed that it was still running.

Patient Online Access

From November 2022 there were government plans for patients to have access to their online records. However, there have been massive issues nationally with this regarding several aspects of the scheme:

- which personnel check records
- the varying degrees of understanding by patients of medical terms and conventions in writing, perhaps leading to misunderstandings
- the lack of well-developed redaction software to enable only relevant material to be seen
- the time it could take to redact each record, e.g. 30 minutes per patient/two and a half years for a full patient list
- confidentiality issues.

Following communications from GPs to the government, this is now on hold.

Patients at Baildon already have online access to some records through the practice website. Further information can be gained by writing to the practice.

Surgery Update

Sister Carol Wareing is retiring at the end of May and will be greatly missed after approximately 25 years of service in Baildon.

The Social Prescriber Poonam Joshi is leaving and is replaced by Shahida Noor. It was pointed out that she may be interested in a new service to be offered at Wesleys on Monday mornings by Baildon Dementia Society.

One member of the Pharmacy Team, Mohammed Umer, is leaving and is replaced by Ali Javid.

Lizzie is in negotiation with Bradford Physio which provides the current Physio First service. They may be able to provide courses of treatment running over a series of sessions which will require a GP referral.

Any Other Business

There are some chairs in Reception which have been broken for some time. Efforts to get replacements have been time-consuming and problematic, but replacements will soon be in place.

Janet brought leaflets from 'Baildon Walkers are Welcome' which is about to celebrate its tenth anniversary. These detail the services offered: guided, themed and bespoke guided walks, training, downloadable walking routes, and a monthly e-newsletter. There is going to be a walking festival in August. There are links with Bradford's City of Culture organisation. The group's website is baildonwalkersarewelcome.org.

Kevin asked if the practice had received extra money following the building off West Lane (the Honey Pot area) and following the meeting it was confirmed that we had not.

Date of Next Meeting

Please note the new date: 5 July 2023 at 4:00 pm