

## **BAILDON MEDICAL PRACTICE PATIENT PARTICIPATION GROUP**

### **Minutes of PPG Meeting 10 November 2022 at 1 p.m.**

**Present:** Lizzie Lister (Practice Manager), Janet Davidson, Kevin Holland, Sue Jerram, Jane Johnson, Andrew Kenure, Richard Lund, Jean Robinson (Secretary)

### **Agenda**

#### **Introductions to New PPG Members**

- Each attendee present introduced themselves and gave a brief background about themselves.
- All were in agreement that emails and mobile numbers could be circulated within the group.
- All agreed to have their name on the PPG noticeboard in the entrance hall.
- Jane agreed to have her email ([alexben@blueyonder.co.uk](mailto:alexben@blueyonder.co.uk)) shown on the noticeboard so that she could be contacted by any patients. As yet, there are no terms of reference regarding the remit of this role, though it was suggested it should not be used for complaints and that anyone with complaints should be directed to the procedure for this as set out by the Practice. It was also suggested that patients could be told their points could be put on the next PPG Agenda if appropriate.

#### **Terms of Reference**

These were accepted with no queries or alterations.

#### **Appointment of Chair and Secretary and Meeting Administration**

- There were no offers to take the role of Chair.
- Jean Robinson agreed to be Secretary.
- Some members had had difficulty accessing the Agenda as it was sent via Outlook meeting request so it was agreed that it would attached to a normal e-mail going forward.

#### **PPG Members**

- Andrew and Richard were welcomed as the newest members.
- Janet reported that she had contacted Jo Martin, a teacher at Salts, about students from the school being involved. This had been passed to the Deputy Head and the Department of Health and Social Care.
- Membership of the PPG is discussed at the weekly Practice Meeting.
- It was suggested that members from a variety of ethnicities should be recruited.
- It was suggested that invitations to young people should be gender neutral rather than asking for male/female members.

#### **Enhanced Access**

Lizzie reported on this.

- This used to be termed Extended Access and Extended Hours . It refers to the fact that health services can be accessed out of core hours, for example from 6-9 p.m., and on Saturdays and Sundays. This service is commissioned by Bradford Care Alliance on behalf

of all the practices in the Bingley Bubble PCN (Bingley, Wilsden, Oak Glen, Springfield and Baildon).

- Baildon Medical Practice patients have access to GP appointments (face to face or telephone) at Bingley Medical Practice on a Monday evening and Moorside Surgery (370 Dudley Hill Road, Eccleshill, Bradford BD2 3AA) on a weekend. Other Services offered for Baildon Medical Practice include phlebotomy, smears, physio (via telephone) and mental health. Baildon Medical Practice's website will be updated to reflect the changes of services provided.
- Lizzie asked views on whether the group felt patients would prefer either to access these other sites of provision or to have increased in-hours appointments in our own surgery. The way this could be done was to get another GP.
- A variety of opinions was expressed:
  - If the demographic of Baildon is as it appeared to one member, i.e. that many people were older, then perhaps they would prefer to see a doctor in their own surgery
  - There were issues for some people in travelling to other sites, e.g. those without private transport, poorer public transport, the cost of travelling, the practical difficulties for some of travelling further afield particularly in the evenings, etc.
  - Some working people may prefer access to health care in an evening
  - Suggestions were made that our practice could consider how to make service better for working people and people in particular roles, e.g. emergency service workers if they could not easily access daytime appointments. Lizzie mentioned that each of the GPs had four pre-bookable appointments each clinic and the rest were open on the day.
  - One view was that our practice is excellent regarding appointments and did we, therefore, need more day time appointments.
  - Another point was that where an appointment cannot be booked, for example, for two weeks that it would be helpful if patients could be informed about the Enhanced Access services. (There is some information on our website about this but this could be more specific.) If patients ring for an appointment, they could be told by Reception staff. If patients book an online appointment, there could be some information at that stage directing patients to contact the surgery in order to try to book an Enhanced Access appointment if an appointment at Baildon is not available.
  - In the past, there used to be one late night surgery a week at Baildon. Could this be reinstated?
  - Could each surgery in the Bingley Bubble have one late night which patients of all practices could access?
  - Patients could be asked if they wanted a face to face appointment or telephone appointment with the GP.
  - Most PPG members were not aware of Enhanced Access and there was discussion about this knowledge within the wider patient base. Details regarding this topic need to be checked on the website so that it offers up-to-date information (though patients still may not see this if they do not use the website).
  - It was suggested that it would be useful to know how many Baildon patients actually do access Enhanced Access sites. If there are none, then it is not good value for money for Baildon patients.

- Lizzie explained some barriers to evening appointments being offered in Baildon: funding, and practicalities of the range of staff required to enable the surgery to operate outside normal hours.
- Jean reported from the Bingley Bubble PPG Network meeting she had attended that morning that Enhanced Access had been discussed. Bingley had realized their patients were not readily accessing the Shipley hub and fought for 'extra hours'. They have accessed 75 appointments and 2GPs, and appointments are available from 6-9 p.m. on Monday evenings. They wanted to ask whether Baildon Medical Practice wanted any of these hours back for their own surgery. (It was noted that the information about this session was not on the Baildon website.)

At this stage, Richard had to leave the meeting. Before doing so he said that through his connection with Baildon Runners he would be happy to help by signposting us to other facilities.

This prompted a suggestion that there could be a need in the community for additional paid-for services which are not provided through the NHS. Could these be offered in separate clinics? This could be put to patients in a survey.

#### **Patient Online Access**

- From 1 November 2022, it was planned that patients would have access to their records. This has now been delayed until the end of November. Baildon staff felt there were too many issues regarding confidentiality for this to be safe and wanted to check systems thoroughly before considering implementation.
- Some practices already operate a Detail Coded Record Access (DCRA) which gives basic information of operation dates etc. However, patients who signed up to this had to sign a disclaimer regarding certain circumstances, e.g. accepting that, for example, test results would sometimes not be dealt with immediately if they arrived over a weekend.
- Jean reported from the Bingley Bubble meeting that Online Access had been discussed. The information given was that there was a difference between 'records' and 'notes'. Records are basic records of treatment. Notes are those notes written by doctors during consultations. These were not to be made available.

#### **Surgery Update**

- The practice will have two new receptionists: Toni Sedgewick and Bev Brear.
- There will soon be an interview for a new administrator to take over reduced hours of a current administrator.
- There is a new Pharmacy Team provided by Prescribing Care Direct. There are four part-time staff providing the equivalent of two full time posts: Sumairaa Khalid, Mohammed Umer, Rizwan Ali and Rute Rose-Marsh.

#### **Any Other Business**

- Jean mentioned a Questionnaire for Young People which she had become aware of through the Bingley Bubble. (A copy of the questions was taken by Lizzie.) It was an online survey of 6<sup>th</sup> formers in Bingley Grammar, Beckfoot, Salts and Nab Wood Secondary Schools and covered a variety of health service-related questions. This survey is carried out by the Bubble, with results being passed to the appropriate practice. It is

not done by individual practices. There is some discussion that it might be reinstated next year, but after exams in June.

**Date of Next Meeting**

22<sup>nd</sup> February 2023 at 1 p.m. at Baildon Medical Practice.