

BILDON MEDICAL PRACTICE PATIENT PARTICIPATION GROUP

Minutes of PPG Meeting 5 July, 2023 at 4:00pm

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

Apologies were received from Janet Davidson and Jane Johnson

Agenda

Minutes of Last Meeting

These were agreed.

Matters Arising

- **Recruitment:** Kevin had mentioned the PPG to two younger potential members (15 and 17 year old neighbours).
- **'Born in Bradford':** At the last meeting, health checks which used to be carried out at the Practice were discussed. In the light of this, the 'Born in Bradford' study was highlighted by Kevin. It was suggested that the type of topic this project is monitoring (two examples of which are the screening of pregnant mothers and autism) could help our Practice decide on how to move forward. Dr Patterson suggested there may be studies which could be useful for our Practice demographic. Mark Mon-Williams and John Wright of the 'Born in Bradford' study could possibly be contacted with a view to arranging a meeting at the Practice for either medical staff alone or medical staff and PPG members.
- **NHS Health Checks Screening Programme:** The Practice has been running the NHS Health Checks Screening Programme for many years and is now cross referencing this with a list of practice patients who have not had their blood pressure checked in the last five years.
- **Increase in in-hours GP appointments:** The Practice was able to increase these with effect from 1 April 2023 and it has proved to be a great success with 100% uptake. We provide two extra sessions on a Monday and the Friday morning session is funded through Enhanced Access. One third of the appointments are prebookable two weeks in advance and the rest are released on the day. The Bingley Bubble stopped providing Sunday appointments and virtual physio appointments as they were not utilized.
- **New Nurse:** Megan Cook has been appointed.
- **Bradford Physio:** Lizzie's negotiations with Bradford Physio were completed and they began offering services from 1 April.

Bingley Bubble PPG

The Bingley Bubble PPG comprises PPG representatives from the five practices (Baildon Medical Practice, Bingley Medical Practice, Oak Glen Surgery, Springfield Surgery and Wilsden Medical Practice). There is no representation currently from Oak Glen or Wilsden.

Jean has been the Baildon representative at eight meetings since February 2022. As she is beginning a new, more regular volunteering role as an AgeUK 'Bradford Buddy' she is to step down from this role. Neither Sue nor Kevin felt they wanted to take on the role.

Surgery Update

- **Advanced Clinical Practitioner:** Sister Joanne Bibby from Baildon is currently undergoing training for the role of Advanced Care Practitioner. ACPs do much of the work of a GP without having full GP training (i.e. assess, diagnose and prescribe) and their role is complementary to that of GPs. Their qualification requires three years of training done both in-house by observing GPs (who also act as supervisor) and also through attendance at university. Applicants can be recruited from a range of medical roles, e.g. nurses, paramedics, dieticians, podiatrists and there is current funding via the Additional Roles Reimbursement Scheme. We had hoped to recruit an additional ACP with effect from 1 October but this has regrettably proved unsuccessful at the present time.
- **Pharmacists:** Three new pharmacists have been appointed: Ali Jawid, Farah Ahmed, Jas Notay and Janeena Basra. Dr. Chambers oversees their role. There have been a number of changes in pharmacy staff recently and unfortunately the Practice has no control over this as this service is supplied by another organization.
- **Receptionist:** There is a current vacancy for a receptionist.
- **Telephone System:** The NHS wants all practices to have cloud-based telephony which have either a queueing system or a call-back system. Funding is available for those whose telephone systems do not allow this functionality (such as ours). Our Practice currently has a good contract. Baildon awaits further updates as there are currently a limited number of providers. As new providers may appear, the quality of the product may improve, and prices for cloud-based systems may drop. It was thought that call numbers to the Practice may be increasing for a range of reasons: more treatments are available, more health prevention treatments are available, individuals use commercial tests which have inconclusive results which suggest follow-up visits to doctors, etc.
- **'Flu and Covid Vaccines:** Our area should get 50-70% of Covid vaccines in September. Patients will be invited either by text with an associated link or by their preferred method of communication. 'Flu vaccination is offered to those over 65 and at risk, and Covid vaccination to those over 50 and at risk'. Funding for delivery of these vaccines has been reduced by 20% across the country. Last year, there were problems with delivery and clinics had to be cancelled at short notice.

- Questionnaire: The Ipsos MORI market research company (now known as Ipsos) carries out a national GP Patient Survey ([Patient Experience \(gp-patient.co.uk\)](https://www.gp-patient.co.uk)). Over 2 million adult patients registered with a GP have been randomly selected to participate in the most recent survey. The 2023 results have just been published subsequent to this meeting and out of all the Bradford practices, Baildon has come second, achieving an overall satisfaction rate of 93%.

Lizzie handed out copies of the survey results for the five practices within the Bingley Bubble Primary Care Network which compared the data against the Integrated Care Board and the national averages.

As those participating in the survey are chosen at random (perhaps including patients who had not even visited the Practice recently), it was agreed to give out questionnaires to those attending the surgery during the 'flu campaign.

Date of Next Meeting

29 November, 2023 at 2:00pm