

## Burwell Surgery Patient Participation Group

### Minutes of Meeting 16<sup>th</sup> January 2024

#### Held at Burwell Day Centre

**Minutes of the last meeting:** These were accepted.

- 1. Actions from the last meeting:** Jardines seem to be working well, Although they are advising 6 days lead for prescriptions, this is 3 days for the surgery and 3 days at Jardines, but in practice this is normally quicker. Jardines have indicated a **willingness** to take part in a scheme where patients can be referred to them directly from the surgery and they will be able to prescribe some medication. This will apply to a limited range of common illnesses. AC has more details.

The surgery and GM have not yet had time to work on patient safety.

AC has confirmed that the PPG cannot have an NHS email account but is looking at the possibility of creating a gmail account, something other surgeries have done.

- 2. Volunteering with Healthwatch:** PG has been recruited as a volunteer with Healthwatch Cambridgeshire. This is an England wide organisation funded by the NHS but at arm's length from it. It is organised locally, and we are in the Cambridgeshire South region. In brief the remit of the group is to look at issues of patient interface with various aspects of the NHS. Previous projects have included looking at best practice in PPG's, GP websites, A&E at Addenbrooks. The next projects will be funded by South Cambridgeshire Care Providers and is likely to be in the general area of Ageing Better. AM and AC were positive about their interaction with Healthwatch.
- 3. PPG page on Surgery Web site:** This is much easier to find than it was. Some suggestions for improvement were: include minutes of PPG meetings, but edited to protect confidentiality, reproduce Clunch articles, future meeting dates, objectives and achievements and look to see if there are any ways the site can be used to give feedback.
- 4. Suggestions for speakers at future meetings:** The new Pharmacist at Jardines , Mental Health themed meeting, Someone from the team that looks at lifestyle issues Paliative care (possibly Arthur Rank Hospice),
- 5. Articles for Clunch:** Possibly an article on vaccination to counter some of the negative comments on social media that may be responsible for a decline in vaccination rates for diseases such as measles. AM suggested that PPG members could submit questions to AC who would get the appropriate person at the surgery to construct answers, and this would form the basis for an article.
- 6. Surveys:** No action as yet.

**7. Surgery KPI's:** RS will circulate details. AC can also provide details of the key measures the surgery must meet on such things as asthma follow up which are clinically important but also important for the surgery funding.

**8. Feedback for the surgery:** A member who lives in Exning reported very positive feedback from people she knows. A member reported very good service on ear syringing. Blood tests can be a problem, but the surgery are still looking to recruit a part time phlebotomist if space can be created. There are still issues with patients getting results before the surgery and this causing concern.

The PPG continues to be impressed with the service provided by the surgery.

**9. Covid and flu vaccinations:** The covid autumn booster programme is now finished, but flu vaccinations are still available. 78% of eligible patients received covid jabs, and 92% of eligible patients got flu jabs.

**10. Electronic switch on of medical records:** This does not seem to be causing any problems.

**11. Date of next meeting:** 16<sup>th</sup> April at 6.30pm in the Day Centre.

**12. Any other business:** AM will look at whether Ask my GP can be modified to improve patient continuity of care, but as the system is owned by a software company any changes would have to be made by them.