

Minutes of the Burwell Surgery Patient Participation Group Meeting

Tuesday 10th October 2023

Held at the Burwell & District Day Centre

- 1. Introduction:** The Chair welcomed everyone and in particular welcomed KM, a Director of Jardines who have taken over the Lloyds Pharmacy in the village. KM explained that Jardines is a family owned and run business that was set up by his father 43 years ago. They are based in Milton Keynes and operate a small chain of Pharmacies in the Southeast of England.

Their focus has been on providing a wide range of NHS services from within their stores and they plan on working with the surgery to understand how they can supplement what the surgery does. The retail side is relatively new to them so they will be working with customers to build up the stocks in the Burwell store as they understand the needs. They are aware that many customers left Lloyds to get their supplies from other sources and they will be striving to win back that custom. One service they will offer is free delivery, even though this is not funded by the NHS. They will shortly start to offer vaccinations.

When questioned about opening hours he explained that there are complexities in the contract with the NHS that make varying the hours difficult, and it is not financially viable to extend the hours. However, the rules are changing, and they will keep this under review. They are in the process of recruiting a full time Pharmacist for the store and he commented that they have inherited a very strong team in the store. Lloyds were vertically integrated, which meant that they had one wholesaler whereas Jardines use multiple wholesalers and he hoped that this would reduce out of stock situations.

KM stressed that Jardines were in the village for the long term and so were very motivated to work with the surgery and the PPG to provide the service that the village required.

- 2. Minutes of the last meeting.** The minutes were taken as read. The following actions were noted: There has been no progress on the patient safety item carried over from the last meeting, but GM, a new member of the PPG, has expertise in this area and volunteered to work with the practice on it. The problem of a PPG email address has not yet been resolved.
- 3. Elections:** RS agreed to be Chairman for another year, but as he has done the role for 3 years, he would like someone else to take over next year. PG agreed to be Secretary and CW agreed to continue writing articles for Clunch. SF agreed to look at the PPG part of the surgery web site to see if anything needed adding or changing.

- 4. General Feedback to Surgery.** The surgery came out extremely well in the recent national friends and family survey and the results have been conveyed to all surgery staff.

One PPG member had heard of an elderly patient being told by the receptionist that she had to complete the online form to see a doctor, and it was emphasized that whilst patients would be encouraged to use the online system alternatives were available should they be needed.

AM explained that it was still not possible to perform all blood tests at the surgery as there was neither the staff, nor the space, but he agreed to raise the matter with the practice manager to see what else could be done.

The issue of compatibility of computer systems was discussed and AM explained that most of the GP practices in the area used a common system, but Addenbrooks used EPIC, and this could not talk directly to the GP system. The surgery had to wait until results were sent to the surgery before they could review them. Addenbrooks are able to view the patient's records though.

The surgery feedback from the PPG continues to be very positive.

- 5. Surgery KPI's.** The surgery is monitored and funded to provide various targets such as Blood Pressure reviews, Asthma reviews, diabetes monitoring etc. Patients can help by taking more self-responsibility for example by monitoring their own Blood Pressures and lung functions. RS will send out an email he received from AM on this subject. The group could then decide whether there were any particular areas they would like to focus on and if they wished to discuss this area at future meetings.
- 6. Surveys.** The surgery have done surveys in the past and currently use the national friends and family survey and the ask my GP feedback to get feedback on performance. The surgery may be able to provide examples of previous surveys. AM was happy for the PPG to look at establishing a survey and RS will create a working group to look at this.
- 7. Covid / Flu vaccinations.** There was confusion from the Government over this years covid / flu vaccination program, but now it is established that eligible people can have both jabs at the same time. The surgery has now done several hundred vaccinations and appointments are available.
- 8. Electronic switch of medical records.** Up until now patients have had to request that their records be available to view in the NHS App. From late October / early November this will become the default so all patients will be able to view their records if they have the app.

9. Continuity of care. A question arose about when a patient has been treated by a particular doctor in the practice and there is a new development in their condition, how can they contact the original doctor as they will be familiar with the background to their case. It was recommended that if that Doctor is listed on Ask my GP then simply specify the doctor. If not, then make it clear in the description that you wish to talk to a particular doctor when he or she is available. However, on occasions you may still get a call from a member of the practice if the triage system decides that there may be a risk in delaying consultation.

10. Private Medical Services. A PPG member raised the issue that the surgery used to carry out removal of minor skin lesions, but the service is no longer available in the area and patients have to travel some distance for private treatment. Unfortunately, it is no longer possible for the surgery to carry out the procedures.

11. Dates of future meetings.

The next PPG meeting will be on 16 January 2024.

It is proposed that the PPG will meet on the following Tuesdays in 2024: 16th April, 16th July, 15th October.

The meeting ended at 8pm.