

Burwell Surgery Patient Participation Group

Minutes of Meeting 15th October 2024

Attendees – 16 in person attendees.

In addition, 1 attended remotely as an experiment.

1. **Minutes of the Last Meeting** – The minutes were accepted. The following points arising were discussed:

- The GP survey results have been received and were discussed later.
- The Clunch article on Pharmacy First has been published.
- The surgery is looking for feedback on the new phone system. Comments were made that it seemed less complicated than the old system and the queuing system was welcome as you knew how far off being answered you were, and if the queue was long the call back system was helpful.
- Health checks were discussed later in the meeting.

2. **Surgery Update from Alex Manning** – There are several personnel changes either happening or pending including several staff on maternity or paternity leave. The major change though is the impending retirement of Andrew Wills, one of the Senior Partners, who will retire in April and will be missed. Recruitment is underway for a replacement.

There are no CQC inspections scheduled, but Dr. Wills leaving may trigger one.

The surgery is reviewing the use of Ask My GP. Several local surgeries use a feature that allows patients to specify if their condition is urgent, in which case it will be dealt with as per the current system, or non-urgent in which case patients may be given an opportunity to make a future appointment, possibly with a named Doctor. There are advantages in the system for the staff in managing the workload and it may help avoid having to close the system early (note that even where the online system has been closed patients can ring if a matter is urgent). Dr. Knight is taking leave following shoulder surgery and will spend some time looking at the pros and cons. The possibility of a trial period was discussed.

It was agreed that health checks need more promotion and may be the basis of a Clunch article as well as more prominence on the website. People between 40 and 75 who do not have known conditions such as high blood pressure and diabetes are eligible for a health check every 5 years. The idea is to catch people who are unknowingly walking round with potentially health limiting conditions. The check consists of blood analysis and a half hour consultation. The surgery does not have the capacity to perform all the checks that would be required so subcontracts some to Healthy You, a contractor approved by the NHS, Last year 166 checks were contracted out. It was recognised that health checks are an area of interest to the PPG.

3. **Flu and Covid Vaccination**- Several clinics have been held and comments were made on how smoothly this had worked. It is a lot of work for staff, but they have been keen to be involved. One or two members of the PPG reported hearing of

side effects, particularly gastro effects, but the surgery has not been receiving reports. The text message sent to patients contains a link to make an appointment, but patients can still call for an appointment.

4. **General Feedback for the Surgery** –The issue of blood testing was again raised. In house testing is prioritised for those patients who would have difficulty getting to Newmarket Hospital or the Park and Ride. Space is the major constraint on increasing the number of in house tests. Newmarket Hospital seems to be giving a quick turnaround. The general view is that the surgery is doing a good job.

5. **PPG Related Issues** The following items were discussed:

- RS was re-elected Chair. PG announced that he may be leaving the village subject to a house purchase going through and so would not stand as Secretary. RF volunteered for the role and was duly elected.
- The Aims and Objectives documents were pre circulated and have been altered to include issuing minutes of meetings within 7 days. RS was asked to make the section on GP attendance clearer.
- The list of achievements was pre circulated and show a considerable amount of progress has been made. These will go on the PPG website.
- CW agreed to continue writing the Clunch articles and he and Debbie (practice manager) will cooperate on an article on Health Checks.
- The January meeting will include a talk by a Health and Wellbeing Coach.
- Alex was asked about the surgery's views on the PPG. He commented that based on what he knew of other local surgeries this PPG was very good, and the surgery appreciated its input. However, he would like to see a broader input e.g. new mothers. He wondered if members of the PPG could interact with specific groups to gather their feedback and bring it to the PPG meeting. It was commented that the Leisure Centre may provide opportunities such as soft play to gather such views.
- The question of a PPG email account was raised but there are issues over data handling and the surgery does not want this to become an alternative to patients contacting the surgery directly if they have a complaint.

6. **Survey Group Review**

The report produced by the survey subgroup had been circulated and was discussed. The surgery results were excellent in the three external assessments: the National GP Survey, Quality and Outcomes Framework and the Care Quality Commission. The report provided observations and actions that will be worked on. The key actions will be the 6 indicators selected by the subgroup from the GP Survey will be displayed on the PPG web pages and at the next meeting the two clinical areas of Mental Health and Asthma will be discussed. The survey subgroup members were thanked for their work and report.

7. **Introduction to Quality and Outcomes Framework (QoF)**

Dr Manning talked briefly about the QoF and explained that 1000 points were available for hitting particular clinical targets. The surgery is awarded £125 per point, and this represents a good proportion of surgery income. Most of the targets are usually what would be considered good clinical care. Some of the higher point scoring areas are Diabetes, Dementia, Mental Health, Asthma, and Smoking. These areas will be discussed in future meetings.

8. **Meeting Dates for Next Year**– The dates of 14 January, 15 April, 15 July and 14 October (all Tuesdays) were agreed for 2025.

The PPG and Surgery were grateful to the Day Centre for hosting meetings and to SE and SR for the work they do in setting up.

9. **Any Other Business**

There was a discussion about the impact of new housing developments on the surgery, particularly those in Exning and Fordham. It was acknowledged that this was resulting in a couple of new registrations every week for the surgery.