

Burwell Surgery Patient Participation Group.
Minutes of the Meeting 14th January 2025

Attendees: 18

Online: 4

1. Minutes of the last meeting on 15 October 2024 were agreed and accepted.

The following matters arising were discussed:

- Clunch articles are now being sent to the Exning News and the Swaffham Crier as well as Within Reach
- The chair thanked those that responded to the 'mid meeting' update
- He was also grateful to the usual successful requests for volunteers this time for members being available in the Village Green coffee shop
- All were invited to leaving drinks for P which were held before Christmas

2. Guest Speaker Health and Wellbeing Coach

Susan Norris - Roberts one of the two health coaches spoke about the Health and Wellbeing coaching service.

In summary, health and wellbeing coaches are non-clinical team members who work with people who want to make lifestyle changes to improve their health and wellbeing. They facilitate the process of change by providing a thinking space within the health coaching sessions so that patients can explore their desired outcomes and goals. They offer ongoing support and accountability and help patients to leverage their own unique strengths and skills to enable them to make lifestyle changes that are sustainable.

It was felt by the group that this was a wonderful service that patients were lucky to have access too. Some members felt this service could be promoted more. It was noted that health and wellbeing coaches might be the subject of a future Clunch article.

The Chair thanked Susan for her excellent presentation. He also asked PPG members to let him know if there are any requests for a speaker for the July meeting.

3. Surgery update from Dr Manning:

Dr Wills is retiring in April and Dr Davies who is currently working at the surgery will replace Dr Wills. Dr Kendall is back from Maternity Leave in February and Dr Johnson is going on Maternity leave, probably in March. The Surgery have welcomed two new nurses Adelina and Sally.

Dr Manning further discussed the planned changes to AskmyGP. The changes are likely to be made before or after Easter.

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).

The PPG were supportive of this change to askmyGP. There was a discussion about how the change will be communicated. The surgery Facebook page and website will be used, the phone message will be changed, and it was hoped that the PPG would assist in explaining the reasons for the change.

4. General Feedback for Surgery

Several group members congratulated the surgery on the incredible service being provided. They stated that Burwell was fortunate to have such a great surgery. They knew people that were reluctant to leave Burwell because of the quality of the surgery. The overall feeling was that the surgery service went “above and beyond”.

5. Health Checks Update and Data

The PPG had previously decided to take an ongoing interest in the provision of Health Checks. The Surgery advised that 127 health checks took place last year. The majority of the health checks (103) were performed by the surgery. HealthyYou was an alternative provider (24), but the surgery provision was often the choice of most of those requesting a health check. At the end of the meeting it was fed back that some people thought there was a charge associated with HealthyYou, it was agreed that the surgery would discuss ways to make it clear to patients that this service is free of charge.

There should be an article promoting the availability of health checks in Clunch, Within Reach, Exning News and the Swaffham Crier in early February. It was hoped that this may impact the volume of requests for health checks.

Dr Manning was asked about health checks for those over 75. He explained that the focus was on those in age groups who were less likely to come forward. He noted that the over-75 group were (for the most part) already well known to the surgery and receiving care for various conditions. The health check for 40-65's is quite general but a health check for those over the age of 75 may need to be more specific and adapted to the specific patient's needs.

6. Discussion of Clinical Areas: Mental Health & Asthma

The PPG had previously decided that each meeting would focus on two clinical areas where the Surgery would give some background on the prevalence of these conditions in the community and their approach to treatment/support.

Dr Manning gave a brief outline of two areas of care Mental Health and Asthma. The patient numbers affected by these conditions was particularly striking. The Surgery has 1009 patients (out of approximately 9,000) with a diagnosis of depression. There are also 43 on the dementia register, 43 on the learning disorder register and 71 on the mental health register (those with more severe mental health conditions who are also monitored for their physical health).

One member of the group asked if the Surgery could provide an age breakdown of those patients affected by depression.

In relation to asthma and COPD, there are 722 on the Asthma Register. Dr Manning explained the arrangements in place for annual reviews, as well as new tests that had been introduced to support diagnosis. Dr Manning explained that there are various types of

asthma. A member of the Group asked what arrangements were in place to re-check the diagnoses of those who had been diagnosed prior to these tests being available.

The chair asked members of the group to let him know if there were other clinical areas they would be interested in hearing more about the surgery's approach.

7. Attracting Views of younger patients & patients with younger families

Attracting the views of younger patients and patients with younger families was a challenge that Alex set the group at the last PPG meeting. An article within Clunch advertised that members of the PPG would be available in the Village Green Coffee shop in December to meet and hear the views of younger members. Unfortunately there was no take up.

It was felt that social media was the way to obtain the views of younger people. Facebook Polls were also suggested as a quick way to get responses. There was also a discussion about how to manage comments on Facebook posts. Amy manages the Surgery Facebook page and reported that fortunately the majority of the comments are supportive and encouraging.

The social media approach is something the PPG will consider and take forward with the help of the surgery.

8. Surgery of the Year

One group member saw that another surgery had entered a 'Surgery of the Year' award and asked whether this is something that Burwell Surgery would consider. Dr Manning stated that although recognition would be nice, he appreciated more the really great feedback received from the PPG and from patients. He was also felt that nominating and entering awards like this would be time consuming and it was not a priority.

9. Any Other Business

The Healthwatch Life change Project Focus group is asking for volunteers in the age range 50-64. They would like to recruit people who have had life changes within the last 5 years (such as relationship breakup, retirement, loss of a loved one, life changing health issue). They are also interested in hearing from people who are also carers. This is because often carers do not have the time or energy to look after their own health and lifestyle. Those PPG members with links to other organisations were encouraged to promote awareness of this initiative.

10. Next Meeting Date: 15th April 2025

Meeting Closed at 8pm