

Burwell Surgery Patient Participation Group.
Minutes of the Meeting 15 April 2025
Held at the Burwell & District Day Centre

Attendees: 14 in person attendees.

Online: 2 online attendees.

1. **New Members** were welcomed.
2. All members present and those online, introduced themselves.
3. The apologies were received and noted.
4. **Minutes of the Last Meeting on 14 January 2025** having been circulated, were agreed and accepted.
5. **Matters Arising**
The following matters arising were discussed:
 - It was hoped that a talk from Healthy You would take place in July, but this was to be confirmed.
 - Dr Andrew Wills had now retired. He spent his last Saturday at the practice with his family, patients, colleagues and former GP trainees, who joined him to wish him well in his retirement. He will be sorely missed.
 - In response to a question about age breakdown for those suffering from depression, it was noted that there could be concerns about patient confidentiality. However, this could be looked at in the future.
 - Asthma yearly reviews were mainly carried out by telephone consultations, but tests and referrals were made if appropriate.
 - Two Clunch articles had been published since the last meeting (Health Checks in February and Health & Wellbeing Coaches in April).
 - Blood tests at Newmarket P&R – there were significant delays at times. This was because marshals were volunteers and not always available, which meant that phlebotomists were often called upon to do this, which inevitably caused delays with tests. Although there were five bays for tests, frequently a number of those were closed because of staff shortages. It was noted that appointments could be made at both the Princess of Wales Hospital in Ely and Newmarket Hospital. The appointment of a phlebotomist at Burwell Surgery was still on the back burner owing to the lack of space in the building.
 - Burwell at Large. The PPG had a very professional looking stand with roller banners, and it was managed throughout the day. PPG members were thanked for giving up their time. There was a lot of interest, and our two new members came from this day. However, there was a low level of enquiries to join the group from younger people.
 - **Attracting younger members.** It was noted that a PPG flyer was on the notice board at the Sports Centre. The sports centre was also keen to engage with the social prescribers.
The chair reported that he had been to Burwell Early Learners, where he learned that staff and parents had a good response regarding the surgery, but little interest in

joining the PPG to give viewpoints of younger patients. There were other possible groups to contact that appeared in Clunch or used the sports centre. It was suggested that there could be a possible PPG Facebook page. Dr Manning stated that it was probably best if he contacted the school.

7-8. 10-year Health Plan & Update from the Surgery

At short notice the PPG had submitted a response to the 10-year health plan. Burwell was probably one of the few PPGs in the country to do so. The return included comments on technology, care moving from hospitals to the community, and preventing sickness.

In terms of the surgery's plans for the next 10 years Dr Manning reported that it was likely that the surgery would need to be extended at some point. The catchment area had grown substantially over the past 25 years and was continuing to grow with new developments in Burwell, Exning and Fordham. However, the financial constraints of the NHS and the Government could make this difficult to plan.

Dr Manning told the group that it was hoped that training of registrars within the practice could be taken up again.

The practice was trying to stay independent, rather than merge with other surgeries, as other neighbouring surgeries had done.

The practice had not had an inspection for some time, but this was expected to take place as a result of Dr Wills' retirement. It was thought that the inspection would not take place immediately, but after the 'dust had settled'.

The work to rule recommendation by the union had been ignored.

- 9. Covid Jabs** were scheduled for the end of April/beginning of May. Several members present had not received the expected reminder and the surgery agreed to look into this.

10-11. Ask my GP.

The statistics proved not to be very helpful but will be circulated to PPG members. Dr Manning reported that since the acute/routine option had been introduced, the system had not needed to be closed within scheduled operating hours. The administration of this new system was a little cumbersome and new boxes had been added for additional information, such as requests for vaccinations, test results as well as medical issues.

Not all patients were either able or willing to use Ask my GP online. Approximately 25-30% of all requests were still coming through the telephone for receptionists to do the online form on their behalf.

- 12. General Feedback for the Surgery** It was suggested that it would be helpful if there could be an email on the home page for patients sending in information such as BP readings, this is already in place.

For X-rays at Newmarket Hospital, a form was required from the surgery and patients need to telephone to make their own appointment.

The service from the surgery experienced by PPG members was again reported to be first class.

- 13. Health Checks.** The statistics in the previously provided information were queried as there were huge variations during the various quarters of the year. However, it was noted that Q3 related to October, November and December when it was more common for people to be unwell and unable to have a health check and that the Christmas period inevitably led to a reduction in numbers. The surgery reported that generally, the take up was for people in their 60s rather than younger patients who might not feel the need for a health check.
- 14. Diabetes and Smoking.** Dr Manning reported that there was a programme available for prediabetics which included lifestyle and health coaching. Approximately 80% of diabetics were Type II. Drugs and injections were available for diabetics to help with weight loss. Evidence suggested that these were pretty good regarding safety, but they were expensive and so their use was restricted to those who needed them for health reasons and not for personal reasons. It was noted that it was probable that these medications would be required for life, albeit at a reduced maintenance level. Pumps for Type I diabetics had proved to be a game changer, particularly for children, but again, these were expensive and not available to all. Smoking – the surgery worked with Healthy You for patients wishing to quit smoking. Many were turning to vapes and Dr Manning reported that there were not as many lung issues with vapes and they were considered safer than smoking, although not recommended and the long-term impacts are uncertain.
- 15. Secretary.** It was noted that one of our members had agreed to be Minutes Secretary. Dr Manning expressed his appreciation along with the rest of the group. This was a big help to the surgery and the minutes can be distributed quicker.
- 16. Dates of Future Meetings.** The next two meetings would be held on 15 July 2025 and 14 October 2025, all Tuesdays and all beginning at 6.30pm.
- 17. Any Other Business.** It was noted that there had been some delays with the pharmacy team carrying out routine medication reviews. This was as a result of staff shortages and staff training, it was also noted that anything being highlighted as non-routine would be referred to the surgery, rather than being kept on the waiting list.

The meeting closed at 7.50 pm