

BAILDON MEDICAL PRACTICE PATIENT PARTICIPATION GROUP

Minutes of PPG Meeting 28 August 2024 at 2:00pm

Present: Lizzie Lister (Practice Manager), Dr S Patterson (GP), Janet Davidson, Chris Flecknoe, Sue Jerram, Karen Jones, Kevin Holland, Jean Robinson (Secretary)

Apologies were received from Jane Johnson and also from Richard Lund who has stated he is unable to attend further meetings.

Lizzie is to contact Andrew Kenure to establish whether he still wishes to attend meetings.

Agenda

New member of the group

Chris Flecknoe has joined the group. She is a member of the Bingley Bubble Community Partnership on behalf of Wesleys. Her role is to feed into the Bingley Bubble any health needs so additional projects and activities can be planned for those requiring them. The aim of this is to expand the provision of opportunities which may be appropriate and helpful for certain patient groups. A wider range of provision and support could potentially negate the need of some patients to see a GP.

Following the visit to our last meeting of Helen Smiley about a transport project, Chris was able to inform us that no progress had been made; Helen had left her role.

Surgery Update

GP Survey Results for 2024

Baildon Medical Practice had spectacular results from the survey. Baildon Medical Practice was listed as third (after Drighlington and Cleckheaton) in the top ten of GP practices in Bradford with a 93.3% satisfaction rate although we came top within our Integrated Care Board (ICB).

It was acknowledged that one question may have been confusing to answer but this did not detract from the excellent results. Group members offered congratulations and several mentioned the high regard in which the practice is held. Some patients refrain from leaving the area as they do not want to change practice, and some patients join from other local practices.

New Telephone System

The new Cloud-based system will be operational from Tuesday 3 September. This has been imposed on the practice as part of the new GP contract and will cost more than the current system. Some features of the new system are:

- Callback which holds the patient's place in the queue after they have called in and hung up. They receive a callback instead of waiting on the line, saving time and money.
- Integration with patient record systems means when a patient speaks to any member of the practice team their information is to hand, eliminating frustrating delays.
- Call recording

Information about the new system is to be added to the website. (Lizzie is to check this.)

The new system is VOIP based. This means that when the internet fails, calls are not possible. Kevin has experience of telephony asked if there was an ADSL link as back up. Kevin will contact Lizzie to advise with this.

Staff Update

- Emma Oakley started as Practice Nurse in July 2024, replacing Megan Cook.
- Shay Silverwood, Health Care Assistant (HCA), is leaving on 6 September 2024 to go to University to study Nursing and is being replaced by Lindsey Whitehead who starts on 2 September 2024.
- Jo Bibby, Practice Nurse, qualified as an Advance Nurse Practitioner (ANP) and obtained a position working with the Modality group of practices.
- Interviews for a Lead Practice Nurse are taking place on 30 August 2024.

Collective Action

Junior Doctors, Consultants and GPs have been in dispute with the government. GPs have, for several years, been expected to carry out more tasks but to do this without additional funding. Because GPs cannot take industrial action, it has been decided following a ballot of GPs, that 'collective action' will be taken.

This means that GPs will now do those tasks for which they are funded. There are ten possible actions which can be taken by practices and these have been described by the BMA as 'easy, safe and sustainable'. One action which will take place at Baildon will be that the practice will no longer take on the responsibility for hospital blood tests and will be bounced back to the hospitals.

Another well-publicised action is that of limiting daily patient contacts per clinician to a recommended safe maximum of 25. As Baildon Medical Practice has employed sufficient GPs, this is already happening here. Nationally, there are 2300 patients per GP; however, at Baildon there are 1333 patients per GP. There is a call for a limit of 1500 patients per GP, with 1000 being more desirable.

It is expected that, at Baildon, patients will notice little difference when aspects of collective action are implemented.

Covid Autumn (2024) Booster Vaccination Programme/Flu Vaccinations

For autumn 2024, the Joint Committee on Vaccination and Immunisation (JCVI) advises that a COVID-19 vaccine should be offered to:

- adults aged 65 years and over
- residents in a care home for older adults
- persons aged 6 months to 64 years in a clinical risk group (as defined in tables 3 and 4 of the COVID-19 chapter of the Green Book)

Baildon has decided to offer vaccinations for both Flu and Covid at clinics to be held on 5, 12 and 19 October. Patients were mainly contacted by text, with only a few hundred requiring letters. There has already been a very good take up of the service.

RSV (respiratory syncytial virus) Programme

- All adults turning 75 years old on or after 1 September 2024 will be eligible for the routine programme and should be offered a single dose of the RSV vaccine on or after their 75th birthday.
- A one-off catch-up campaign for those already aged 75 to 79 years old on 1 September 2024 with the aim of completing the majority by 31 August 2025.
- To offer the best protection, we are asking systems and providers to vaccinate as many people as possible during September and October 2024 prior to the expected RSV season. In line with JCVI guidance, individuals will remain eligible until the day before their 80th birthday, with the exception of people who turn 80 in the first year who have until 31 August 2025 to get vaccinated.

Any Other Business

A request was made for the provision in the waiting areas of some chairs with arms. These would help patients with restricted mobility to stand.

A request was made to alert staff to the fact that, when calling patients from the waiting areas to their appointment room, they need to ensure their voices can be heard in the waiting areas.

In an earlier meeting, there had been a discussion about potential provision of private services in the surgery (e.g. holiday vaccinations which have a charge, blood tests not covered by the NHS etc.) A check is going to be made to see whether these may be available at another practice within the Bingley Bubble.

Chris handed out an Autumn 2024 programme of regular activities held at Wesleys and The Fold. Copies of the programme are to be made available in Reception.

Date of Next Meeting

Wednesday 11 December at 2:00 pm