

BAILDON MEDICAL PRACTICE PATIENT PARTICIPATION GROUP

Minutes of PPG Meeting 10th April, 2024 at 2:00 pm

Present: Lizzie Lister (Practice Manager), Dr S Patterson (GP), Sue Jerram, Jane Johnson, Karen Jones, Jean Robinson (Secretary), Helen Smiley (Community Health and Wellbeing Co-ordinator, Bingley Bubble)

Apologies were received from Kevin Holland, Janet Davidson and Andrew Kenure

Agenda

Helen Smiley: an introduction to various projects taking place in the Bingley Bubble of GP practices

There is a Bingley Well-being Hub.

A scheme called Step 2 is offered to all primary school children in Years 5 and 6. This began in January and there has been a good uptake. It offers guidance and support for children's mental health and aims to build resilience.

Some practices offer a service called Social Prescribing Plus. Under this scheme, patients are able to receive support for non-clinical issues. An example is that a parent wanted to attend a mother and baby group but felt she needed support to do this. Another example is where a patient was supported with the task of keeping track of and paying financial bills. (Although Baildon used to offer some Social Prescribing appointments, it was apparent that there was little need for this service, so money was diverted to the provision of physiotherapy appointments for which there was a much greater need.)

Helen's main area of discussion centered on the provision of funding to provide community transport. This aims to help socially isolated people (both older and younger) attend events which would improve their lives through socializing with others. (The funding cannot be used to transport patients to medical appointments.) It was unclear at the time how much money was available or the time-scale of the project.

Helen hopes to recruit **volunteers** who could fulfil several roles:

- to inform community groups of the project
- to transport people to activities
- to highlight to likely users of this service what is available and that there could be transport provided
- to act as a co-ordinator for activities and the transport to them, e.g. identifying popular or requested activities and booking taxis.

One example of a volunteering role currently taking place is that at Eldwick Goldies (a singing and social group); this group had a minibus but no driver, so a driver has volunteered. The funding could be used, for example, to train someone as a minibus driver. Other ideas for uses of the money would be welcomed.

Volunteer recruitment is currently taking place by word-of-mouth. Training would be given in such areas as confidentiality, safeguarding etc. and volunteers would have a DBS check (Disclosure and Barring Service) which is a criminal record check (details on GOV.UK). Reimbursement could be offered to volunteers re expenses but this would need to be clarified.

Ideas offered during the meeting:

- inform organisations such as The Link on Cliffe Avenue (Lucy is the Manager; Helen is the Activity Co-ordinator) or Wesleys as they could possibly organize a day trip. (Helen stated she would have to check whether organization of day trips would be funded.) However, it was pointed out that those people attending groups already were not the most isolated group which it is the aim to target.
- In Addingham, a weekly bus has been organized to take people to Booth's Supermarket in Ilkley. A similar scheme like this would need a co-ordinator.
- Trips to a variety of arts events have, in other research, been found to be a need. Many people would like to attend but for several reasons are unable or unwilling to travel to venues, especially those in the city and at night.
- Other themed trips could prove to be popular, e.g. transportation to sports or cultural events
- In another area of Bradford, a monthly luncheon club has been organized.
- The project and its funding should be advertised by posters in local places (Library, local shops, pharmacies, surgeries, cafes, the chip shop etc.). These are currently being produced.
- AgeUK may know of isolated adults. There is currently a scheme, Bradford Buddies, which operates in several ways with either groups or individuals meeting with volunteers to encourage socializing and independence. Sheila Brett is one of the co-ordinators of this; Helen knows her and will make contact.
- Several group members were surprised to hear that Baildon patients had been identified as being a potential source of many isolated people.
- The identification of isolated people could itself be quite a task. It was suggested that GPs may be able to identify those who could benefit from this project.

Lizzie offered to pass any ideas to Helen.

Welcome to Karen Jones

Lizzie welcomed Karen as a new member of the PPG. Karen gave a brief introduction to her experience: she had worked in education as a teacher, had set up a consultancy, had done lots of leadership training, had been involved in securing Arts grants, and had a wealth of experience in Quality Assurance.

Matters Arising

- Telephone System

A further update was given. A new system will begin within the next three months. On ringing the surgery and finding the telephone engaged, patients will be told their place in the queue, and will also be offered a ring-back option. Although these may seem positive

aspects for patients, there are still only the same number of receptionists to deal with calls and other tasks. Also, the calls will cost the practice two to four times as much. The practice had to adopt a new system or be in breach of regulations.

There was some discussion about calls from the practice to patients. These calls to mobile phones show up as 'ID withheld'. This had led to several patients not answering as they felt the call could be unwanted e.g. a sales call or a scam. It was asked whether there could be an alternative system.

It was stated that the caller would leave a message for the patient who would then know that the call was legitimate. It was mentioned that the system could have a positive aspect in that it would provide confidentiality for a patient if they did not want someone else to know who was calling.

It was suggested that the practice could make further efforts to inform patients that calls would come up with ID withheld (e.g. website, posters). However, it was stated that Receptionists already tell people who are going to receive a call that the call will show up as 'ID withheld'. Communications by text are already clearly from the practice.

- Patient Questionnaire

A further update was given following the last minutes. Baildon, as part of the Bingley Bubble Primary Care Network (PCN) comprising five practices (Bingley, Springfield, Oak Glen and Wilsden) had to draw up a highlight report to include a patient questionnaire which included questions from the Patient National Survey. Baildon chose not to bulk send a questionnaire to all its patients but opted to send the questionnaire link over a period of six weeks to patients who had had appointments the previous the previous day. The number of responses received for Baildon were much higher in comparison to the other practices so this had clearly been a good idea. Springfield sent out their own questionnaires and the results were not included in the attachment below.

Numerical qualitative responses regarding Baildon were positive, and the practice also received many positive comments.

To view the results of the PCN Questionnaire, please click on the **PCN Survey 2024** link under **Practice Surveys** in the PPG section on our website.

Surgery Update (to include feedback from CQC Inspection)

- CQC Inspection

The overall judgement was Good. The judgements are based on the following categories: Safe, Caring, Responsive, Efficient, Well-led (SCREW). The rating stands for the next 3-5 years. It is not totally clear why practices are chosen for inspection at any one time.

The Report can be accessed from either the practice website or via CQC's website.

- Staffing

- Two new receptionists have been appointed: Julie Crowe and Sarah McHugh. These are replacements for Karen Heaton and Bev Brear.
- Emma Oakley will replace Megan Cook as a Practice Nurse.
- Baildon no longer commissions Social Prescriber Service as this service was underused. Instead, further appointments with physiotherapists have been made available through the Additional Roles and Reimbursement (ARR) scheme which provides funding to be used flexibly to provide a range of roles, as is deemed appropriate by each practice.
- Advanced Nurse Practitioner (ANP) role at Baildon: Sister Joanne Bibby is soon to finish her training. This will enable her, if it should be required, to utilise two of her 10 sessions per week as an ANP rather than a practice nurse. She would see patients with particular conditions. Patients would be given a choice as to whether they were seen by an ANP or a GP. (Further background on ANPs or ACPs (Advanced Clinical Practitioners) are available in the Minutes of July 2023.)
- Enhanced Access
Appointments for some aspects of health (e.g. smears, asthma, mental health) were remaining unused so physio appointments have been made available instead. These can be booked for patients by Baildon receptionists only. Clinics are held at Moorside on Wednesday evening after 6.30 and two appointments are available at Idle on Thursday. Uptake of these will be monitored.
- Covid Spring Boosters
These will not be administered by Baildon Medical Practice. An NHS national booking system will open for bookings on 15th April. Vaccinations will be available until 30th June. These will soon be available for those eligible: people at increased risk from severe illness, including those aged 75 or over (on 30 June 2024), people with a weakened immune system or who live in an older adult care home.

Date of Next Meeting

Wednesday 28th August, 2024 at 2:00 pm