

Burnley Group Practice
Kiddrow Lane Health Centre,
Burnley, BB12 6LH

PPG MEETING MINUTES

21st September 2023

In attendance:

Helen Harrison	HH
Lauren Anderson	LA
SW - guest	SW
LH - patient	LH
MM - patient	MM
LL - patient	LL

Minutes

Action

Ref

12.23* Previous minutes

HH ran through the previous minutes, advised that the previous chair (SW) was unlikely to return but that if anybody wanted to take over the responsibility of chairing the meetings or taking the minutes, to come forward. Nobody did at that point, but certain members stated they would re-consider in the future.

2.23 Appointment system and triage

We are now running triage days when we have capacity, receptionists are finding this extremely helpful, and we have had nothing but positive feedback from patients. This ensures that patients receive an outcome and are signposted elsewhere. Unfortunately, we do not have enough clinicians to run this everything but is something we would keep an eye on.

Enhanced access is helping when we are at maximum capacity. This is at St. Peter's Centre presently but will be one Saturday and Monday evening a month at Padiham Town Hall. This is incorporated of pharmacists, nurses, paramedics and GPs.

3.23 Recruitment/retention

There are adverts out for a salaried GP. We have only received two applications in the past 6 months.

We have recently taken on new receptionists, and they are currently in training and more interviews this week. Advised that a few of our current reception staff are undergoing their phlebotomy training to free up some of the nurses time. They will only be doing one or two

clinics a week so shouldn't cause too much of the back log in reception, especially with the new recruits.

LL queried whether we have our own bank staff. Advised we do not, explained it would be difficult to employ bank staff as part of reception as they need to know the processes of the practice, and in terms of the Practice Nurses etc, we are at full capacity. Our Nurse Practitioners and locums are long-term now, our aim is to secure more regular GPs.

4.23 Document workflow

Advised that we had a backlog of 10,000 documents during Covid. During this time, we gained from external help from a company called LPC and they are the federation of Blackburn and we brought them in when we were at a backlog of 7,000. East Lancashire Hospitals are using a new system, and when they are sending us documents there are a lot of duplicates, so this is causing us more work. Coders are spending their time looking at these and signposting appropriately, but it can be time consuming. Calculations show that in July we received 2,500 duplicates but this would not take long to build up the backlog. LPC invoiced us an additional £3,000 - £4,000 for the duplicated work.

LPC have recently advised that they will be reducing our workload. However, East Lancashire Alliance are the Burnley equivalent of LPC. Previously they were not ready but have recently recruited 3 experienced coders, and they are now going to be working on the backlog. In the future, we will look into moving over to them permanently.

5.23 Prospective online access

At present patients only have access to appointments and prescriptions however, as of 1st November it is going to be a contractual requirement for all GPs to switch on full access. This includes access of their full medical records as well as being switched on for medical queries, this is all via the NHS app. A link will be added on to the practice website in due course. It has been made clear to clinicians to be mindful when updating a patient record and to ensure third party details are excluded, or anything that could cause the patient distress or a cause for concern. We are in the process of getting policies in place.

6.23 Maintenance at SPC

We have received confirmation from building management at St. Peter's Centre that they are in the process of updating all signs.

8.23 Community pharmacy consultancy scheme

This was a new scheme brought in to utilise pharmacies to take off some of the pressures of GPs by offering appointments for minor

ailments however, it has recently been brought to light that not many of pharmacies in and around Burnley are participating.

10.23 NHS App

HH explained of the recent integration with AccuRx and that any text message reminders or updates would be sent via the NHS app. There is a big push nationally for GPs to persuade patients to download the app, this is one of the targets by NHS England. We have added links to our website and published this in our monthly newsletter. We would look at doing an open day for the older generation who may struggle with technology, as we have done this in the past and it was proven to be a success, but we would need to get numbers, to ensure it would be worthwhile.

13.23 Patient Newsletter

There is a patient newsletter that goes out every month and patients will receive this if we have their up-to-date contact number.

Any Other Business

14.23 Flu Vaccines

We are due to receive our delivery of Flu and Covid vaccines next week. It is at this stage that we need to order for next year, but it is difficult because it is unclear at this stage how many we will need. We also lose a lot of money by patients going to their pharmacy for their vaccines, as pharmacy numbers go up.

There are a lot of mixed messages on Covid vaccines. There has not been much publicised by the Government regarding this and that it is not as well organised as it was last year, it is thought this is caused by the new variant although we are pushing towards coadministration.

There are two flu clinics, on Saturday 7th October at the Life Church and Saturday 14th October at Padiham Town Hall.

15.23 Feedback

We tend to receive a lot of negative feedback via NHS choices and tend to be surrounding the lack of appointments, and it was advised that some patients fail to understand what goes on behind closed doors.

Social Media

16.23

It was queried whether the practice has a social media page as this is where a lot of the younger generation tend to go to find out practice information, such as opening times and contact details. Advised that is one of the things that LA (Practice Secretary) was recruited for, but after being in post for 8 months now it has been her main priority in

getting all the individual meetings up and running, which we are at that stage now. She has recently been doing maintenance on the website and a Facebook page would be the next thing on her list.

GP capacity

17.23

LH (patient) advised she recently came into the Manchester Road site for her appointment and the waiting room was completely empty. She questioned why this was when it is so hard to get an appointment. Explained that GPs not only have the responsibility of seeing patients, but also other roles that go on behind the scenes, such as admin, internal meetings, dealing with complaints, safeguarding, prescriptions, etc. We do offer a lot of telephone appointments but are moving over towards more F2F.

Telephone System

18.23

Some patients find that the telephone system does not work well, more so the call back option as patients can't always have their phone on if they are working or if they are driving and lose signal, the call does not go through. However, BGP was praised for the excellent service by all staff when you do manage to get an appointment, but they do find difficulty in getting to that point. Explained this is all connected with high demand and low capacity.

Lack of GPs

19.23

Most patients do prefer F2F appointments, and it is often a dissatisfaction to the patient with the inability to get an appointment caused by the lack of GPs and the fact that GPs do not tend to want to be recruited in this area, or that they prefer to be employed in secondary care due to the higher pay grades within the Agenda for Change which cannot be helped. We are already making cost sacrifices to the surgery to help with the retention of our own staff and hopefully bring in new, but this all takes time.

It is recognised that there are national targets for patients to be seen, treated and diagnosed within two weeks. There is a significant event process that we must follow. We must deal with patients on a case-by-case basis, and priority. There is a fear of missed diagnosis, there is a drive to recruit more GPs and our aim is to educate patients of this.

The next PPG meeting will be on Thursday 7th December (11:00am - 12:00pm) at St. Peter's Centre.