

**Newbury Green Medical Practice**  
 Patient Participation Group  
 Newbury Place Health Centre  
 21<sup>st</sup> November 2023 @ 6:30pm

Minutes

**Present:**

David Flinn (DF)	Practice Manager – Acting Chair
Mark Lupton (ML)	Engagement Officer – Healthwatch Salford
2 female patient(s) (LE, MH)	
5 male patient(s) (ND, DR, BH, RB, NB)	

**Apologies:**

Dr Simon Joseph (SJ)	GP Partner
3 patient(s) (DG, JK)	
Rachel Dilworth (RD)	Newbury Green Office Manager
Natalie Taylor (NT)	Social Adventures
Alison McCleod (AM)	Salford Healthwatch

Item		Action
<b>1.</b>	<p><b>Introduction</b></p> <p>DF welcomed patients to the meeting and thanked those present for attending on the evening and for giving up their valuable time.</p> <p>DF reminded patients about Ground Rules, signing in and car parking requirements.</p>	
<b>2.</b>	<p><b>Apologies</b></p> <p>Noted from Dr SJ, RD, DG, JK, NT</p>	
<b>3.</b>	<p><b>Minutes of last meeting</b></p> <p>Minutes from the previous meeting on 25<sup>th</sup> July 2023 were reviewed and agreed as an accurate representation of that meeting.</p> <p>DF gave the group an update on any Action Points detailed in those minutes and advised all except one were now resolved. This included the queries around access to hospital letters, dates on certain prescriptions and changes to the wording of specific letters and text messages. The only outstanding action was about the creation of a designated noticeboard to promote wellbeing matters and this will be chased up.</p>	<b>DF to speak with WbM to arrange.</b>

#### 4. Guests / Services

DF advised the group about the apologies received from one of the guests (NT) who was unable to attend at short notice but who will hopefully be present at the next meeting in 2024.

##### Salford Healthwatch

DF then introduced Mark Lupton from Salford Healthwatch to the meeting. Mark has been a long time supported of the Patient Group and is always welcomed back to give any updates on Healthwatch's projects and services. Discussion on this occasion covered:

- Brief overview of the organisation and its purpose.
- Mental Health issues including Salford Adolescent Minds and the Men-in-Mind project / survey.
- Cost-of-Living survey being run again.
- Access to dentistry (albeit not a big challenge currently in Salford)
- Patient's experiences with accessing GP services.

LE asked about the "195" telephone service which is a free directory for older people with certain disabilities following a sign off from their GP. ML was not familiar with this service but will investigate and feedback to the group through DF.

**ML to look into 195 telephone service and feedback to DF**

ND queried where further information about Healthwatch could be obtained and was pointed to the website as a good starting point.

[www.healthwatchsalford.co.uk](http://www.healthwatchsalford.co.uk)

ML also distributed some leaflets with information about the service.

##### Enhanced Access

DF informed the group about the upcoming changes to the provision of the Enhanced Access service(s) across the Broughton Primary Care Network (PCN). Originally (and presently) there are three of the practices providing this service Monday to Sunday but from January 2024, another three of the practices are becoming involved although the actual "site" where service is delivered from will be much the same – the only difference being instead of every Sunday from Newbury Green Medical Practice (NGMP), it will now be alternate Sundays, the other weeks being covered by a joint effort from Dr Davis's Practice and Limefield Medical Practice which will operate from the first floor of Newbury Place Health Centre. DF assured the group that patients should notice no difference in the services provided or in the appointment booking processes.

## 5. General Updates

DF provided the group with some updates across a range of practice and PCN related matters:

The practice's patient population is growing quite significantly at the moment. Reasons for this are being investigated although there are quite a few patients who are transferring to us from other Salford practices. To illustrate this fact, it was highlighted that just since July 2023, there have been 367 new patient registrations (from a total of 638 in the 12 months to October 2023) and the practice now has almost 13,000 patients which is a number likely to be reached by the end of the year. NB asked about the "losses" in this time and BH queried the number of deaths .....DF did not have the data to hand but will advise the group accordingly.

One of the not-so-immediately-obvious impacts of this is that the administration burden is significantly increased as new patient's notes have to be entered, summarised, scanned etc, whilst anyone who leaves also has to have their records appropriately processed. Depending on an individual, one set of notes can several hours to process so it is an ongoing task for the team.

The group were also advised about some minor changes in the leadership of Broughton PCN. Previously there was a 2-person Co-Clinical Director arrangement however Dr Babar Farooq from Blackfriars Practice stepped down at the end of October 2023 and the role will now be solely occupied until at least April 2024 by Dr Carlie Gardner from Newbury Green. Dr Gardner has several ideas and projects lined up with a view to increasing services for all the patients of the Broughton practices and at the same time working hard to reduce health inequalities. This latter challenge is also being supported across the PCN by an allocation of a staff member from Salford City Council.

DF queried the meaning of the term "Health Inequalities" and ML gave an overview of what that actually means. RB also kindly offered to provide DF with some additional resource to further explain and illustrate this.

DF advised the group that some of the challenges faced by the PCN with the Additional Roles Reimbursement Scheme (ARRS) were still ongoing and recruitment to these roles was proving to be difficult. There is some funding available from NHS England for very specific clinical roles but each of these individual roles needs to meet a demanding set of criteria in order to qualify for the funding. It is not as straightforward as just getting a "Doctor" or a "Nurse" as these roles do not qualify, so the PCN is currently undergoing a process of recruiting staff such as Advanced Nurse Practitioners, Pharmacists, Care-Coordinators as well as a Digital & Performance Lead. Le asked about the funding and it was admitted that it was available but sometimes hard to spend! ML commented that this was not a problem unique to Broughton but the majority of PCNs were experiencing similar issues.

**DF to advise PPG members about the numbers of patients both in and out of the practice in the period.**

Flu vaccination must and will remain a focus both in the practice and across the PCN. Traditionally Broughton as a whole has a very poor uptake of vaccination in this area, partly through a lack of patient engagement and partly through competition from pharmacies and large retailers. What is important is that patients have their Flu jabs accordingly and everyone should promote this service and encourage friends / family / colleagues to access it. DF also explained about how the flu vaccine ordering process works and the lead times involved. The practices must order early in order to secure a delivery date as early as possible, but this is still usually slightly later than a lot of pharmacies and/or larger retailers.

DF was pleased to announce that practices were being further supported this year by some additional Winter Pressures funding and this will enable most practices to provide additional clinics for the time when demand for access is higher. One thing that is being requested this year as part of this programme is that patients who access these “extra” appointments will be asked to complete a short survey about their need and experiences which may be used in future to decide (on a national level) if this is a useful option.

**REMINDER:** Since November 2022, the Community Diagnostic Centre has opened in the Newbury Place site. This is something that had been absent from the Broughton PCN due to a problem with lack of suitable accommodation, but we now have a service that patients can access through their GPs as part of the normal Electronic Referral Service (ERS). This clinic will look at things like:

- Blood Pressure Monitoring
- ECGs
- Phlebotomy
- Spirometry

This service / option can be further developed over time.

## 6. Staff

DF gave the group an update on the staffing situation:

- The practice recruited a third Physician Associate (Emma Napier) who will be seeing many patients and who provides vital additional support to the GP workload and practice capacity. Emma is also now the Health Inequalities Lead for the PCN.
- One of our Reception / Admin team left the practice to study abroad – recruitment is ongoing.
- The practice is delighted to advise that both Dr Gardner (Senior GP) and Anna (Physician Associate) have given birth in recent months, and all are doing well. In addition, Dr Sharon Shapiro will leave to go on her Maternity Leave from December as she is expecting another child round about Christmas time.

	<ul style="list-style-type: none"> <li>• One of our Practice Nurses (Tara) who has been with us since December 2022 is unfortunately leaving in December 2023 to pursue a nursing role outside of General Practice. This has led to us looking at the overall structure of the nursing team and because we have been training a number of our admin staff in the Care Certificate programme for some time, we are able to maintain the services we provide to patients. With effect from 4<sup>th</sup> December 2023, Diane, Emma, Rebecca and Shannon will be doing a number of clinics including phlebotomy, basic health checks, new patient checks and ECGs.</li> <li>• Dr Jonny Chernick joined the practice as a Salaried GP w.e.f. 21<sup>st</sup> June 2023.</li> <li>• We are also pleased to announce the recruitment of three new GPs starting at the practice in November / December. These are Dr Nadia Abuhussein (from 2<sup>nd</sup> November), Dr Nana Sa'id (from 7<sup>th</sup> November) and Dr Ayesha Munshi (from 5<sup>th</sup> December). This will of course create additional clinical time to support the increasing patient list size. We are also hopeful that once we move into the new year, the practice will be able to look into once again the provision of some services previously suspended such as minor surgery and contraception.</li> <li>• The practice will continue to host medical students and FY2 doctors who are also appropriately supervised. Most of the students are simply in clinics to observe and patients will always be asked for consent to allow any student in their consultation and, our current GP trainee, Dr Al-Nasser is with us until February 2024</li> </ul> <p><b>Reminder</b> - The practice continues to look to recruit staff that will assist to improve access for patients. This does mean that some patients can be seen by appropriately qualified clinicians who may not necessarily be traditional GPs as there is a well-publicised shortage of doctors nationally.</p>	
<p><b>7. Patient Experience</b></p>	<p>Unfortunately, there was no update available to report concerning the progress of either the practice or the PCN website development.</p> <p>The group commented on the use of the information screen part of the patient call system in the waiting rooms. This could be better used to promote issues like flu vaccines previously mentioned. DF will discuss this issue with the management team, acknowledging that it needs reviewing, particularly as it is now seemingly more complex to get the message changed than the practice just being able to do it in-house</p>	<p><b>DF to review patient information system(s) with practice management team.</b></p>

8. **A.O.B.**

DF wished to respond to two questions received from Group members who unfortunately were unable to attend this evening:

- JM had queried whether it was safe to get more than one vaccine at the same time. This had been asked of our Lead Nurse and had the following reply....

*This is from the Green Book - government's guide on vaccination.*

*"Doses of different inactivated vaccines can be administered at any time before, after, or at the **same time as each other**. Doses of inactivated vaccines can also be given at any interval before, after, or at the same time as a live vaccine and vice versa."*

*Our PGDs discuss the specific vaccines, a few you can't give on the same day, but most you can - we would always follow the PGD. Of course, the patient might get sore arms if they take multiple vaccines - it is their choice how many they take on one day.*

NB: PGD = Patient Group Directions

- JK asked about if there was a Doppler machine in the practice to check blood flows – DF advised that unfortunately there is not.

NB enquired about the levels of DNAs at the practice now that there were more face-to-face appointments again as this was a significant problem before the Covid-19 Pandemic. DF advised that whilst not back to pre-pandemic levels it was becoming an increasing problem, not so much for GPs but definitely nurse team appointments.

DR highlighted a possible problem with reception queues being created by some patients who need interpreters. DF had not received any previous comments about this but would check with staff and Office Managers

DF canvassed opinions about how additional members could be recruited to our group?. ND suggested creation of A5 flyers and LE thought a table in the waiting area, a couple of weeks before the next event, with some information / meeting minutes etc. could generate some interest. Several group members were in favour of this and offered to man a desk so this will be looked at in time for the next scheduled meeting in March 2024.

Meeting adjourned at 8:20pm

**Date and Time of next meetings (provisional):**

**TUESDAY 19<sup>th</sup> March 2024 @ 6:30pm**

**TUESDAY 16<sup>th</sup> July 2024 @ 6:30pm**

**DF to determine queueing issues due to interpreters.**

**DF to contact LE, DR, NB in February 2024 to coordinate the promotion of the PPG**