

## Burbage Surgery Patient Participation Group

# The surgery Patient Participation Group is looking for more members.

Committee numbers are now down to 12 after Joan Gillham stepped down at the end of last year and Val Hawkins retired at the March meeting. Members thanked them both for their efforts and work in seeking the best for patients over many years.

John Moore, chairman of the surgery patient participation group, said important changes in health services in the Hinckley area are being proposed, with public consultation due to start later this year. "We are seeking people with an interest in being a voice for our patients and ensuring that they have convenient and easy access to the best facilities available."

*"We welcome interest from any patients in joining us. We try to ensure the committee represents the age and ethnic range of the 10,410 patient list, and would particularly welcome interest from male patients and patients aged 18 to 40. "It is not all dry stuff - we also enjoy social activities, some raising money which is spent on extra facilities for patients."*

The PPG meet on the first Tuesday of each month at 6.00 pm at Burbage Surgery. Patients who are interested in joining the group can contact John by phone (01455 238435) or email (johJDM@aol.com), the surgery by leaving a message at reception or any patient group member.

The following members and officers were re-elected at the group's annual general meeting this month:

Chairman - **John Moore**

Treasurer - **Phil Adams**

Secretary - **Paul Stewart**

Ex officio members -

**Dr Phil Thomason** and **Wendy Shaw**, the Practice Manager

**Mike Hudson** was elected to fill the vacant vice-chairman position.

Members: **Pam Adams, Yhona Adcock, Lorna Clarke, Carol Davies, Pat Hydon** and **Babita Joshi**.

Meeting dates for the next 12 months:

**Tuesday May 3,**

**Tuesday June 7,**

**Tuesday July 5,**

**Tuesday August 2,**

**Tuesday September 6,**

**Tuesday October 4,**

**Tuesday November 1,**

**Tuesday December 6,**

**Tuesday January 3 2017,**

**Tuesday February 7,**

**Tuesday March 7,**

**Tuesday April 4** (annual meeting followed by the monthly meeting).

## PPG and Practice Priorities for 2016

Feedback received verbally to Practice Staff, PPG members and responses from Friends and Family Test received between April 2015 and February 2016 were discussed with members of the PPG and priority areas agreed for the coming year. These are as follows:

### Priority area 1

#### Recruitment of another Salaried GP/Advanced Nurse Practitioner

The practice is actively seeking another Salaried GP or Advanced Nurse Practitioner to support the existing clinical team and increase routine pre-bookable appointment availability

### Priority area 2

#### Premises Development – Ongoing discussion between Practice, PPG and local authorities

The practice has had significant plans for expansion over the last 10 years but has been unsuccessful in obtaining and retaining funding to support the development. The practice has now submitted a second bid for a share of available funding from the Primary Care Infrastructure Fund that will support the expansion of the premises and enable us to meet service expectations. We are still waiting for the decision from NHS England. Once the outcome of our bid is known, this will be discussed with the PPG. If the outcome is positive, the practice will work with the PPG to finalise plans. A further meeting has been arranged for the end of April 2016 with WLCCG and the planning department and Hinckley and Bosworth Council.

### Priority area 3

Appointment System with a particular focus on the delivery of same day appointments and increased capacity of pre-bookable appointments. Identified through discussion and feedback from Friends and Family Test

Continue to review the existing appointment system to identify ways of creating more pre-bookable capacity and ensure same day requests are directed appropriately. The greeting on the telephone system will be updated to provide additional information and expand the existing menu of options.

The Partners would like to thank all members of Burbage Participation Group for their commitment and continued support.

## Staffing changes

Dr Nancy Maningo left the practice on 5th April 2016 to continue with the next part of her training. Dr Assmaa Choudhury has now re-joined the practice and will remain with the practice for the next 12 months. Lisa Broderick, our health care assistant, joined us in December 2015; Belinda Judge and Michelle Mottram also joined our reception team at the beginning of 2016. The practice is still recruiting for another salaried GP.

## Wolvey Surgery

Wolvey Surgery has again entered for Rugby in Bloom competition for 2016 following success in recent years. This year's theme will focus on the Queen's 90th Birthday celebrations with a theme "Gardens fit for a Queen".

## Telephone Greeting

The greeting on our telephone system has now been updated to provide more information to patients and extended menu options. It is hoped that patients will find this information useful and that patients may be directed more appropriately.

## Appointments

May we remind patients that all requests for routine same day appointments should be made by telephone before 10.30 a.m. and will be dealt with initially by either a nurse practitioner or one of our GPs. If after speaking to you, it is necessary for you to be seen by a GP, we will make arrangements for you to be seen at a mutually convenient time. An emergency service is available after 10.30 am each weekday. Patients may continue to book ahead depending on availability. Our telephones are extremely busy between 8.00 am and 10.30 am so may we ask patients to be patient whilst waiting for your call to be answered. It is also helpful if patients ringing for test results and queries could call after 10.30 am.

## Comments and Suggestions

While we constantly strive to provide a good friendly and efficient service, we realise that occasionally things do not go as smoothly as we would like. If you think this has happened to you, please ask to speak with the practice manager, Wendy Shaw, who will try to sort out the problem