

Dear PPG,

Welcome to our first quarter PPG for year 2023/2024. I am looking for suggestions and ideas on how we can improve this virtual group and get more a discussion going. If anyone has any ideas please email them to [gmicb-bol.ppg@nhs.net](mailto:gmicb-bol.ppg@nhs.net)

Unfortunately, we are unable to offer a face to face meeting due to other commitments, however if this changes in the future this could be something we can look at.

Below I have stated the standard topics of discussion, if there is anything you wish to add please email these using the above email address.

1. Building environment (condition of the practice/cleanliness)
2. Practice staff service (Reception, Nursing Team, GPs, and Management)
3. Appointments
4. Telephones
5. Systems
6. Friends and Family Feedback
7. Contracts
8. Care Quality Commission (CQC)
9. Primary Care Network (PCN)

**Building environment:** You may have noticed some building work that has commenced on the ground floor. I have recently been instructed that this should be completed by end of June this year. I just wanted to update you as it has caused some disruption with some consultations.

**Practice staff service (Reception, Nursing Team, GPs, and Management):** So our new GP, Dr Hafezi has been with us for a couple of months now and has fitted in well. We have also recently said good bye to Tom our receptionist, who has decided to change career paths. We are currently in the process of replacing and hopefully our new receptionist will be starting with us in a months' time.

We have also had some old staff members returning that are employed by our Primary Care Network (PCN) and also some have increased their days.

Updated list:

Dr Swann	General Practitioners Partner	Wed-Fri
Dr Thagia	General Practitioners Partner	Mon-Wed
Dr Nakhuda	General Practitioners Partner	Mon-Wed
Dr Ahmed	Salaried General Practitioners	Thurs-Fri
Dr Hafezi	Salaried General Practitioners	Tue, Thurs-Fri
Dr Afiz	One Trainee General Practitioner	Mon-Thurs
Imrane Bana	One Advanced Practitioner	Mon-Wed
Cheryl	Practice Nurse (PN)	Mon-Thurs
Justine		Tue & Fri
Sharmane	Healthcare Assistant (HCA)	Mon-Fri
Ian	Mental Health Practitioner	Wed & Fri
Steven	Paramedics	Thurs
David		Fri
James	Musculoskeletal (MSK)	Fri
Helen	Trainee Associate Psychological Practitioners (TAPP)	Wed
Nabeelah	Pharmacists	Tue & Fri

Saliha		Mon
Andrea	Social Prescriber Link Worker	Referral process
Mo	Health Improvement Practitioner	Mon & Thurs

**Appointments:** We wanted to update you on the current status for appointments. We have recently completed an audit over a 2 week period on the availability of face to face (F2F) appointments. We are contracted to offer 25% face to face contacts per 1000 population by our Integrated Care Board (ICB) and from our recent audit conducted by them we have achieved this % rate.

We are aware that some patients would like the appointment system to go back to pre-covid, unfortunately with all the changes being asked of General Practices and targets set by the government. We need to offer this mix system of remote and F2F, along with online consultations which we have on our website called 'online consult' <https://www.online-consult.co.uk/org/dr-earnshaw-and-partners>

**Telephones:** From suggestions, complaints and verbal comments from patients regarding our phone system and how it wasn't fit for purpose. We looked at updating our system, which was done October last year, now we are over 6 months in with our new system we are hoping this has improved access to the practice.

**Systems: - Annual Review invites,** we are continuing our invites by Birth of Month. This will be the start of our 3<sup>rd</sup> year and each time we make slight adjustment due to past coding. We hope this process is helping patients to minimise the amount of time they need to attend the practice. Just to inform you that the nurses do have a short amount of time for these reviews and you may get asked to make another appointment.

**Samples,** we've had a few issues with samples being handed over in without any patient information on the containers, or, sometimes not even in any container. We're now reinforcing that any samples handed in without information on them are handed back to the patient to write or stick this information on or even transfer into the correct container.

All containers should be labelled and placed in the sealed bag for infection control propose and it states in our policy that it's the patient's responsibility to add this information on the container. If this isn't done the staff will be asking the patient to action this. The staff will, on some occasions be able to get the forms ready with the correct container and labelled ready to collect for patients, however this may not always be feasible.

**Friends and Family Feedback** – We received 124 submissions from the Friends and Family Feedback in the month of April. These are attached and visible to view on our website.

**FFT DATA SUBMISSIONS 2023-24**

		Percentage Recommended			Percentage Not Recommended					
		Very Good	Good	90.32%	Neither good nor poor	Poor	Very Poor	4.84%	Don't know	Total
Apr-22	Handwritten									0
	Telephone Call									0
	Tablet / Kiosk									0
	SMS / Text Message									0
	Smartphone app or online	83	29	4	2	4	2			124

	Other							0
	<b>Total</b>	<b>83</b>	<b>29</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>124</b>

**Contracts** – We have just received our updated information on our Quality and Outcome Framework (QOF) and what will be involved for the practice this current year which goes from 1<sup>st</sup> April to 31<sup>st</sup> March. QOF is the area for practices to monitor your annual reviews (Long Term Conditions). We are yet to receive the final update from Bolton ICB for what’s going to be involved in this year’s Bolton Quality Contract (BQC). This is where you’re invited for NHS Health Checks / Carers Reviews / Ageing Wells etc. There are also other areas we need to monitor as part of a Primary Care Network (PCN) along with other practices within our PCN.

**Care Quality Commission (CQC)** – We are still getting monitored by CQC, they continually do monthly monitoring on the practice. The CQC are current revising their plan and approach and at the end of this year, they are hoping to gradually start to carry out assessments in the new way.

**Primary Care Network (PCN)** - Our practice is part of the Halliwell/Watersmeeting/Lever Chambers (HWL). The PCN are groups of practices that work together with community, mental health, social care, pharmacy, hospitals and voluntary services in the local area. We also work closely with the Bolton GP Federation. The Federation has employed a dedicated team to support PCNs, which includes Network Managers and Deputy Network Managers who assist the Clinical Directors with the organisation and project management of the contractual specifications, including the Directed Enhanced Service (DES), such as early cancer diagnosis, support to care homes and medicines optimisation.

The Federation also acts as the host employer for the PCNs, employing from the roles available under the Annual Roles Reimbursement Scheme (ARRS), including:

- Social Prescribing Link Workers
- Pharmacists
- Pharmacy Technicians
- First Contact Physiotherapists (in partnership with Bolton NHS FT)
- Physician Associates
- Nursing Associates
- Mental Health Practitioners (in partnership with Greater Manchester Mental Health Trust).

As always the practice values feedback and suggestions.

Take care, Keep safe  
 Octagon Medical Centre