

Dear PPG,

Welcome to our second quarter PPG for year 2023/2024. In the last quarter we were looking for suggestions and ideas on how we can improve this virtual group and get more of a discussion going. Since this was sent out, our Primary Care Network (PCN) has employed a Care Coordinator for our practice, her name is Megan. In the near future the practice will be working with Megan to try and get more engagement from the group and try and get a discussion going. Once again if anyone has any ideas please email them to gmicb-bol.ppg@nhs.net

Topics of discussion:

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: In the last discussion it was noted that the building work that is taking place on the ground floor was due to end in June. As you may have noticed this has not been the case. Unfortunately we don't have a date at present that it is due to be completed but if you have any issues on accessing the building to attend the practice. Please let the staff know and we can contact the building manager. Also we have been in contact with the building estates manager to see if there is anything that can be done regarding the decoration, this is still ongoing.

Practice staff service (Reception, Nursing Team, GPs, and Management): We've now recruited a new receptionist to replace Tom and her name is Beth. Beth is still training and may need to pass you over to another colleague, please be patient with us.

Current Clinical Staff 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 Mohamed	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
Mollie	Nursing Associate	Mon & Wed
Ian	Mental Health Practitioner	Wed & Fri
Steven	Paramedics	Thurs
David		Fri
James	Musculoskeletal (MSK)	Fri
Cameron		Tue
Helen	Associate Psychological Practitioners (APP)	Wed
Nabeelah	Pharmacists	Tue & Fri
Saliha		Mon
Amirah		Wed
Andrea	Social Prescriber Link Worker	Referral process
Mo	Health Improvement Practitioner	Mon & Thurs

Appointments: Due to a few new additional members of staff from the PCN, we can now offer more appointments including Face 2 Face. We now have 3 pharmacist working throughout the week to deal with your medication queries and medication reviews. Booking in with one these, will be a faster approach to sorting your medication out, as they are available 4 days a week. There is always appointments available within the calling week.

Telephones: As part of the new National GP Improvement Programme ‘Modern General Practice Model’ the practice needs to be moving towards a cloud/internet-based phone system that is generating data like call volumes by time, dropped calls and waiting times. The system we implemented last year following patient’s feedback has been recognised as a digital system, so there will be no further amendments to the phone system.

We have recently received feedback regarding the pronunciation of Octagon on the phone message. Unfortunately the message isn’t recorded by the practice and we are unable to re do this message, but the message is saying Octagon not Oxygen.

Systems: No update regarding any new systems.

Friends and Family Feedback – We received 217 submissions from the Friends and Family Feedback in the month of July. These are attached and visible to view on our website.

FFT DATA SUBMISSIONS 2023-24

		Percentage Recommended			92.63%		Percentage Not Recommended		4.15%
		Very Good	Good	Neither good nor poor	Poor	Very Poor	Don't know	Total	
Jul-23	Handwritten							0	
	Telephone Call							0	
	Tablet / Kiosk							0	
	SMS / Text Message							0	
	Smartphone app or online	146	55	7	3	6		217	
	Other							0	
	Total	146	55	7	3	6	0	217	

Contracts: The flu session will soon be up on us and our vaccines are due to arrive in practice around October. We would like to have your input regarding the clinics. We have a good up take for the over 65 age range, however we struggle to get the under 65s ‘At Risk’ cohort and 2-3 years olds ‘At Risk’ to take up the offer of the vaccine. Suggestions welcome on this area to help support the practice.

Care Quality Commission (CQC): No updates

Primary Care Network (PCN): We still continue to work with our PCN to find projects that could support certain cohorts of patients and review our staffing from the PCN.

As always the practice values feedback and suggestions. If there is anything you wish to add to the topic list (agenda area) then please email this in and each quarter we can provide and update.

Take care, Keep safe
Octagon Medical Centre