

Dear PPG,

Welcome to our third quarter PPG for year 2023/2024. During the last quarter the practice sent out a separate email asking "**how we could increase our practice list size**". I would like to say a big thank you to everyone who replied with ideas and suggestions. We looked at the suggestions and also what other practices have done, or, were doing.

What we have done so far, is make it more accessible for patients to register at the practice. You're now able to register at the point of searching for a GP within the area, which not all practices offer. We have also, which you may have received, sent out a link to review the practice via google. We felt that, as patients you're the best to give an open and honest opinion on the practice. We have been amazed with the response and the positive comments received. This has helped promote the practice and has also been a positive outcome for our staff wellbeing.

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: We don't have any updates regarding the building this quarter.

Practice staff service (Reception, Nursing Team, GPs, and Management): We've now recruited a new receptionist to replace Lorraine and her name is Liv. Liv is still training and may need to pass you over to another colleague, please be patient with us. She started at the practice on 02.10.2023 and has a background of General Practice within Bury town centre. Liv wanted to stay in the NHS and General Practice as she enjoys the hustle and bustle of practice life.

Ian our Mental Health Practitioner provided by the PCN, has been moved to another area. His replacement started last week and her name is Jennifer.

In the New Year, Mo our Health Improvement Practitioner will also be moved to another GP practice, his replacement will be Marie-Louise.

As of the 1st October Dr Hafezi become a Partner at the Practice. He joined the team back in March as a Salaried GP and has fitted in perfectly.

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 Hafezi	General Practitioners Partner	Tue, Thurs-Fri
Dr Ahmed	Salaried General Practitioners	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
Jennifer	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
Sarah	Pharmacy Tech	Mon
Jane	Pharmacy Tech	Tue
Andrea	Social Prescriber Link Worker	Referral process
Mo	Health Improvement Practitioner	Mon & Thurs

Appointments: We've been releasing appointment online but only with the Nursing Associate and Health Improvement Practitioner, to start with. We are testing with these clinicians first, as we've had the majority of these appointments incorrectly booked despite the slots being names with the criteria. We continue to offer Out of Hours appointments with our Extended Access Hubs, which is helping us direct patients to the most appropriate clinicians.

Telephones: We don't have any updates this quarter.

Systems: We don't have any updates this quarter.

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

FFT DATA SUBMISSIONS 2023-24

		Percentage Recommended		89.82%	Percentage Not Recommended		5.31%	
		Very Good	Good	Neither good nor poor	Poor	Very Poor	Don't know	Total
Oct-23	Handwritten							0
	Telephone Call							0
	Tablet / Kiosk							0
	SMS / Text Message							0
	Smartphone app or online	153	50	9	5	7	2	226
	Other							0
	Total	153	50	9	5	7	2	226

Contracts: From 31st October, NHS England, has informed GP Practices to release Prospective/future record access. This mean that from that date, practices are able to release all areas of your medical record, including documents and test results (once they have been assessed and filed by your practice).

To ensure safety to patients, not all patients will have this access, for some patients this information will be disabled due to safeguarding. Any new patients will also not have this access, unless they complete a form provided by the admin team. We as practice have taken the Opt-in approach to ensure safety and manage the demand.

Please be aware that this is only for Prospective/future documents, so if you haven't attended the practice after the 31.10.2023, you will not see any information.

Care Quality Commission (CQC): We don't have any updates this quarter.

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.

Anything new, we try to advertise on our Facebook Page. Don't worry if you don't have Facebook, we have a link to our Facebook page within our website that you have scroll through. We do this to ensure our website doesn't become cluttered.



Practice News: A few months back the practice wanted to run an idea with the PPG group. This was regarding a memory tree. We had good feedback about this, but a member also suggested to also include positive messages. With this in mind we decide to go with a 'Thank You/Memory Tree' the idea is to invite you to participate by writing a positive thank you note or a cherished memory about someone who has made a difference in your life. These notes can be about someone who is sadly no longer with us or can be dedicated to a particular family member, friend or neighbour who has helped you. It could even be dedicated to a healthcare provider such as a GP, nurse, a member of our administrative staff, or anyone else who has played a significant role in ensuring your well-being.

We are also holding a Christmas colouring competition, the best picture will be decided by the doctors and the winner will receive a festive selection box. The winner will be picked the week commencing 18th Dec 2023

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

If anyone has any ideas please email them to gmicb-bol.ppg@nhs.net