

Dear PPG,

Welcome to our quarter 4 PPG for year 2023/2024. Since our last PPG virtual group, we have had some changes within our PCN. Mollie our nursing Associate has decided to move on to the Greater Manchester Mental Health Team, her last day will be 3rd April. Helen our Associate Psychological Practitioners (APP) is also moving to support the local community within Mental Health. This is something she is really excited to pursue and we wish her all the best. The PCN has also sent out a link for a survey regarding all their practices. Some of you will have received this regarding our practice. The PCN has also asked as part of current targets set by NHS England, 'how we can get the PPG Group more interactive'. Any suggestions/questions would be grateful, to get a full discussion going within our group.

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)
10. Annual Reviews
11. Practice News
12. Noticeboards

Building environment: The building has had some audits completed from the NHS Property Services (owners of the building) as well as the practice own audits. These have identified various wear and tear, and NHS Property Services are rectifying these one at a time.

Practice staff service (Reception, Nursing Team, GPs, and Management): Due to the demand in calls and administration duties, the practice is increasing our staffing. We're now recruited two part time receptionist/administration staff. We are hoping the additional hours will help and support the current staff.

Jennifer our Mental Health Practitioner provided by the PCN, has been with the practice now for nearly 6 months and she has settled in the practice well. Marie-Louise our replacement Health Improvement Practitioner also started in the New Year, who replaced Mo.

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
Imrane Bana	One Advanced Practitioner	Mon-Wed
Cheryl	Practice Nurse (PN)	Mon-Thurs
Justine		Tue & Fri

Sharmane	Healthcare Assistant (HCA)	Mon-Fri
Jennifer	Mental Health Practitioner	Wed & Fri
Steven	Paramedics	Thurs
David		Fri
James	Musculoskeletal (MSK)	Fri
Cameron		Tue
Nabeelah	Pharmacists	Tue & Fri
Saliha		Mon
Amirah		Wed
Sarah	Pharmacy Tech	Mon
Jane	Pharmacy Tech	Tue
Andrea	Social Prescriber Link Worker	Referral process
Megan	Care Co-ordinator	Wed afternoons
Marie-Louise	Health Improvement Practitioner	Mon & Thurs

Appointments: After a couple of messages on the Facebook page we have now started to release a couple of appointments online. We have removed the Nursing Associate appointments as patients were still booking other complex needs within them, despite slots being named 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.




We have also updated our eConsult supplier. Bolton IT, have been working with practices to update this. Hopefully this should reduce the intermittent issues we were having. Please remember these are answered within 2 working days.


Telephones: We don't have any updates this quarter. As part of the new contract there are going to be different services that we may need to offer regarding the phone system. These will be discussed in detail when we get more information.

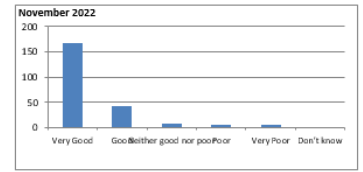
Systems: We don't have any updates this quarter.


Friends and Family Feedback – We received 19 submissions from the Friends and Family Feedback in the month of Feb. This was significantly low compared to previous months. When investigating, this was due to the reminders being switched off in error. Which prevented the messages going out. This has now been amended and switched back on. I have decided to put Q3 and Q4 data below, as well as being shown on the website.

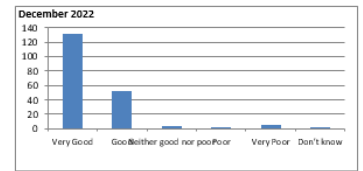
FFT DATA SUBMISSIONS 2023-24


-  Increase compared to previous month
-  Same as previous month
-  Decrease compared to previous month

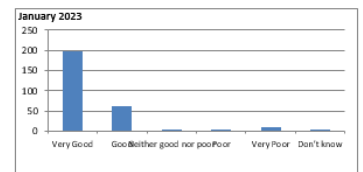
	Percentage Recommended			Percentage Not Recommended			Total
	Very Good	Good	Neither good nor poor	Poor	Very Poor	Don't know	
			 92.48%			4.42%	
Nov-23	Handwritten						0
	Telephone Call						0
	Tablet / Kiosk						0
	SMS / Text Message						0
	Smartphone app or online	166	43	7	5	5	226
	Other						0
Total	166	43	7	5	5	0	226




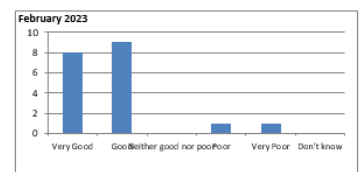
	Percentage Recommended			Percentage Not Recommended			Total
	Very Good	Good	Neither good nor poor	Poor	Very Poor	Don't know	
			 94.39%			3.06%	
Dec-23	Handwritten						0
	Telephone Call						0
	Tablet / Kiosk						0
	SMS / Text Message						0
	Smartphone app or online	132	53	4	1	5	196
	Other						0
Total	132	53	4	1	5	1	196



	Percentage Recommended			Percentage Not Recommended			Total
	Very Good	Good	Neither good nor poor	Poor	Very Poor	Don't know	
			 93.48%			5.07%	
Jan-24	Handwritten						0
	Telephone Call						0
	Tablet / Kiosk						0
	SMS / Text Message						0
	Smartphone app or online	197	61	3	5	9	276
	Other						0
Total	197	61	3	5	9	1	276



	Percentage Recommended			Percentage Not Recommended			Total
	Very Good	Good	Neither good nor poor	Poor	Very Poor	Don't know	
			 89.47%			10.53%	
Feb-24	Handwritten						0
	Telephone Call						0
	Tablet / Kiosk						0
	SMS / Text Message						0
	Smartphone app or online	8	9		1	1	19
	Other						0
Total	8	9	0	1	1	0	19



Contracts: From 1st April, The new GP practice contract year will restarts. GP practices are independent businesses that are contracted to provide services for the NHS. Staff working in general practice are usually employed directly by the GP practice and not by the NHS. Each year GP practices are set targets and these services run from 1st April to the following March (31st). Throughout the year NHS England amend the contracts and instruct GP Practices to implement these changes, this is why you may see various changes with the practice at short notice or half way through the year.

Care Quality Commission (CQC): We don't have any updates this quarter. However, we are discussing this areas within our team meetings to ensure that staff are aware of the importance.

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.

Annual Reviews: We still continue to invite patients by Birth Month. Each year this system is improving, we are still finding newly registered patients are slightly behind in their birth month invites due to when they registered with the practice. We have again noticed a good response with this system.

Practice News: In December we put up a memory / Thank you tree in the reception area. We wanted to say thank you for your input as we had a number of comments hung on the tree, which was lovely to read. We also held a Christmas colouring competition, again this was well received, so much so, we're doing an Easter competition.

Noticeboard: We currently have a blank noticeboard in the reception area and are looking for ideas to fill it up. Within the practice, we discussed working with a local primary school

to display class art work / projects that they've been working on throughout the year. What would your thoughts be or do you have any other ideas that would work?

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