

Dear PPG,

Welcome to our quarter 1 PPG for year 2024/2025.

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: We have our annual Infection Control Audit due next week. Bolton FT attend the practice, at our request, to go around the building and help us identify areas of improvement. We then send this audit to NHS Property Services for them to rectify areas that we are unable to do as a practice.

Practice staff service (Reception, Nursing Team, GPs, and Management): Within the last PPG information, we informed you that we have recruited two part time staff. They've now been with us just over a month and have fitted in well and is still undergoing their training. We have a couple of staff members going off for a significant amount of time. We have Cameron our MSK who will be going off on paternity any time soon. We wish him and his partner all the best. We also have Amirah one of our PCN pharmacist going on maternity leave in July and again we wish her all the best.

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: We will be offering more availability for Practice Nurse and Healthcare Assistant appointments via our Extended Hours service. If you're unable to attend the practice during core working hours (8:00 – 18:30) ask reception for our availability at the Extended Hours. We still continue to offer Advanced Practitioner and GP appointments.

Telephones: We have been informed that we need to move our phone system to a supplier that's on the 'Telephony Better Purchasing Framework (BPF)' this has come in from NHS England, and the framework will be built around the following capabilities defined by the NHS:

- auto-attendant and Interactive Voice Response (IVR)
- call reporting
- call recording
- office telephony
- video consultation

We originally thought our current supply the Bolton Foundation Trust / Virgin /Cisco would be ok and we would be able to stay with them. Unfortunately they were unable to get on to the Better Purchasing Framework in time. As a result, going forward we would not comply with the new requirements set by NHS England. We are now looking at Demos of various companies and we need to make this decision by the end of June.

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

Friends and Family Feedback – In April and May we received a total 398 responses.

FFT DATA SUBMISSIONS 2024-25

		Percentage Recommended		92.61%	Percentage Not Recommended		4.93%	
		Very Good	Good	Neither good nor poor	Poor	Very Poor	Don't know	Total
Apr-24	Handwritten							0
	Telephone Call							0
	Tablet / Kiosk							0
	SMS / Text Message							0
	Smartphone app or online	141	47	4	4	6	1	203
	Other							0
	Total	141	47	4	4	6	1	203

		Percentage Recommended		88.21%	Percentage Not Recommended		9.23%	Total
		Very Good	Good	Neither good nor poor	Poor	Very Poor	Don't know	
May-24	Handwritten							0
	Telephone Call							0
	Tablet / Kiosk							0
	SMS / Text Message							0
	Smartphone app or online	125	47	5	4	14		195
	Other							0
	Total	125	47	5	4	14	0	195

Contracts: Nothing new within the contracts apart from the telephony.

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

Primary Care Network (PCN): We will be getting a new Nursing Associate very soon. They will be working on a Wednesday (Full Day). No start date has been confirmed, however they will be shadowing the Nurse next week in the afternoon.

Annual Reviews: No updates on this. The practice continue to invite patients by Birth Month

Practice News: The practice as created a QR code for our practice questionnaire, we also have this on the website [Questionnaire link](#). For those who don't have this technology, there are a few printed version.

Noticeboard: We as a practice have been trying to tidy up the noticeboards within the practice. We are going to be working with our Care-Coordinator Megan, to use one of the boards to promote event within the community. She will also be displaying information from our PCN and Bolton GP Federation. If you have any ideas on what you would like the practice to display, then please get in touch.

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