

Dear PPG,

Welcome to our quarter 2 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. Friends and Family Feedback
6. Contracts
7. Care Quality Commission (CQC)
8. Primary Care Network (PCN)
9. Annual Reviews
10. Practice News

Building environment: As noted in our previous report, we had scheduled our Infection Control Audit. The audit has now taken place, and we are pleased to report an excellent outcome, with only a few minor areas of wear and tear identified. We would like to extend our gratitude and congratulations to our Practice Nurse, Cheryl, for her hard work and dedication, working closely with the manager to achieve these results.

Practice staff service (Reception, Nursing Team, GPs, and Management): You may have noticed a few recent changes within the team. Last week, we welcomed our new Practice Nurse, Nabeelah, who is settling in nicely. In the coming weeks, our new HCA will be joining us, and our second Practice Nurse is set to start in October. Our new receptionists are progressing well in their training. Additionally, Cameron has returned from paternity leave and is embracing his new role as a first-time dad.

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
Amna	Practice Nurse (PN)	Mon-Thurs
Nabeelah		Mon & Wed
Shahnaz	Healthcare Assistant (HCA)	Tue-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 are continuing to promote the Enhanced Service, which offers appointments outside of regular surgery hours. However, uptake has been low, likely due to patients not seeing their usual GP or Nurse, as well as the travel distance involved. If anyone has any suggestions to improve participation, please feel free to share.

Telephones: As previously mentioned, we are in the process of upgrading our phone system. We've made progress behind the scenes and are now awaiting a date for the installation of the necessary wiring. We'll keep you informed as things move forward.

Friends and Family Feedback – We continue to receive strong feedback through the Friends and Family test, with 90% of responses being positive. Below are the figures for August:

FFT DATA SUBMISSIONS 2024-25

		Percentage Recommended		90.06%	Percentage Not Recommended		6.63%	
		Very Good	Good	Neither good nor poor	Poor	Very Poor	Don't know	Total
Aug-24	Handwritten							0
	Telephone Call							0
	Tablet / Kiosk							0
	SMS / Text Message							0
	Smartphone app or online	124	39	6	5	7	0	181
	Other							0
	Total	124	39	6	5	7	0	181

Contracts: Nothing new.

Care Quality Commission (CQC): No updates

Primary Care Network (PCN): We are pleased to introduce our new Nursing Associate, Rachael, who has settled in well and is receiving excellent feedback from patients. Rachael is available at the practice all day on Mondays

Annual Reviews: We continue to invite patients for their annual reviews based on their birth month.

Practice News: We have begun scheduling appointments for our Annual Flu Vaccinations. This year, we have reduced our order to minimize wastage, based on previous years. NHS England has also updated the schedule for administering the flu vaccine:

- From 1st September – Pregnant women and children aged 2 to 3 years.
- From 1st October – At-risk patients under 65 and patients aged 65 and over.

If you are eligible, please book an appointment.

Additionally, we are offering a free Respiratory Syncytial Virus (RSV) vaccine to patients aged 75 to 79. Text messages have been sent out, and information is available on our website and in the waiting area.

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