The Burnham Surgery

15th November 2023 10am

Patient Participation Group – Minutes

Meeting Facilitator: SS

Attendees: BW (Chair); CB; GP; CT; MM; RR; AB. Visitor: SH from Dengie PPG

Apologies: DK

An updated, members contact information, has been sent to all members to help improve communication between us.

2 Allison Barton was welcomed as a member of PPG

3 A review of the minutes of the September meeting identified minor changes as there had been problems writing them from a hand-written document and some quotes were attributed to wrong members. Also, Dr FK is not yet retiring.

4 It was noted that YD had resigned from membership as her work load had increased leaving no time to be available for meetings. A PPG secretary was therefore now required but as no one present could do this at the present. RR offered herself as a temporary solution.

5 The Surgery September/October statistical information

Friends and family survey figures

September - Very Good 189; Good 61; Neither 9; Poor 5; Very poor 3.

October (incomplete as data problem) - Very Good 32; Good 15; Poor 3; Very Poor 1.

The main complaint was telephone access this will improve as a new telephone system is planned for installation.

On line access will improve where messages can be sent and responded to. The appointment system is changing from 18th December and planned completion by end of December with more on line appointments released for booking. This is enabling more time for GPs to do their admin work like referral letters and phone calls.

In September the time wasted by people not attending booked appointments was 47hrs 5 mins. That is 20 - 30 missed GP appointments.

In October 64hrs 30 mins were wasted by people not attending.

This is a cost to other Burnham patients who could have used that time.

Flu vaccine has been received by 2,256 patients and 278 people declined.

Covid vaccine has been received by 2,628 people and 2,435 provided by the surgery.

6 During October there have been 2 written complaints and 3 written compliments.

7. The challenge to move the surgery has no support until patients are on board. The GPs are meeting with Healthwatch next week to consider their review of the situation. The Healthwatch will come to the surgery to talk with patient groups.

The surgery position statement (having been approved by Healthwatch) will be posted in the surgery and on line in full, with a summary distributed on line and the surgery web site and to group meetings. The Healthwatch survey will include a six-question questionnaire to all patients, the results of which will be posted on line and in the surgery.

SS reported that there are now 9,626 patients registered at the surgery which is deemed safe for 7,200 patients. The estimated total patients in the next five years, with all the new build homes, could be 14,000. One third of patients live the other side of Woodfords Garage and 52% live to the outer side of the railway.

The PCN (Primary Care Network) have applied for funding for a shared treatment centre.

BW asked in conjunction with the surgery move could there be a satellite service in the town centre for those less able. SS this would require a new build as the present buildings are not fit for purpose. Patients with long term illness will continue to be seen at home.

SS will send all members the Surgery position statement and summary for comment but this is confidential until reviewed by Healthwatch next week.

8 MM will write a short paper for the Focus magazine and have it approved by the surgery before publication.

9 Burnham Council have a focus on Mental Health and Healthy eating with walking paths.

GP suggested that some footpaths have many overgrown trees which make access difficult. Discussion about safety of footpaths to Burnham Waters with paths on the wrong side and overgrown by trees in some places. Essex council Highways department need to be contacted about this problem. At Burnham Waters there would be a service agreement for surgery contribution to lighting, parking and path upkeep.

11 a) The unfriendly waiting area is a problem and much has been done to try to improve this. The lost property accumulation will be sorted. The blood pressure and weight scales cost the surgery £1200 for maintenance and are not used as much as expected.

b) Name tags for Care Navigators was discussed and decision made to stay as it is.

c) Join NAPP national group. Discussed with SH and decided to wait until our PPG group was more established. SH spoke about the MACE (Mid Essex Alliance Community Engagement) group who meet four times a year and the latest slides from yesterday’s meeting will be passed to all Burnham PPG members for review.

She also suggested a monthly newsletter for surgery patients giving a profile of each member of staff in turn. In the past we have written a newsletter but there was very little patient uptake or response. Perhaps try again in the future.

SS reported that the previous practice manager has decided not to stay. The post is now advertised.

BW closed the meeting having discussed date for the next meeting.

Date of Next Meeting: Wednesday 10th January 2024 at 10am