

# Broom Leys Surgery

## PPG Meeting Minutes



**Date:** 19<sup>th</sup> September 2024

**Time:** 16:00

**Venue:** Waiting Room

**Attendees:** separate list

**Apologies:** separate list

Item	DISCUSSED:	ACTION BY:
1.	<b>Welcome, Apologies &amp; Introductions.</b> Karen Smith (KS) (ANP), Nicola M (NA), Nicola W(AP) and Bhav M (Pharmacist) joined the meeting.	
2.	The previous meeting minutes was approved.	
3.	<b>Matters arising from the last meeting.</b> None	
4.	<b>Guest Speakers.</b> Nicola M described her role within the surgery and explained that a Nurse Associate is a role that is registered with the Nursing & Midwifery Council, she shared that she is trained to do Baby Vaccinations Clinics, COPD reviews, and smears. Nicola W described her role as an Assistant Practitioner within the surgery explaining that she is part clinical carrying out the role of an experienced HCA and half clinical administration work for the nursing team or managers. Nicola explained that she can carry out home visits, complete Chronic Disease reviews and injections. Bhav – discussed her role as a Senior Prescribing Pharmacist, she advised she works in the surgery for 2 days a week and role includes medication reviews, her speciality is blood pressure (Hypertension) and undertakes a lot of the safety around medications at the practice.	
5.	<b>Practice Update.</b> <ul style="list-style-type: none"><li>Respiratory Syncytial Virus (RSV) Vaccination Programme currently underway RSV symptoms usually get better by itself, but for some people (especially babies and older adults) it can cause illnesses such as Pneumonia or Bronchiolitis and many patients can end up becoming quite unwell quite quickly. The criterion for receiving this vaccine is adults aged 75-79 years and Pregnant ladies from 28 weeks gestation.</li><li>Flu and Covid vaccinations are due to commence on 3<sup>rd</sup> October, we are hoping to be able to offer both vaccinations at the same appointment.</li><li>General Practice Improvement Programme (GPIP) The practice had signed up to this support programme to build more capacity and support the practice to review our digital systems and</li></ul>	

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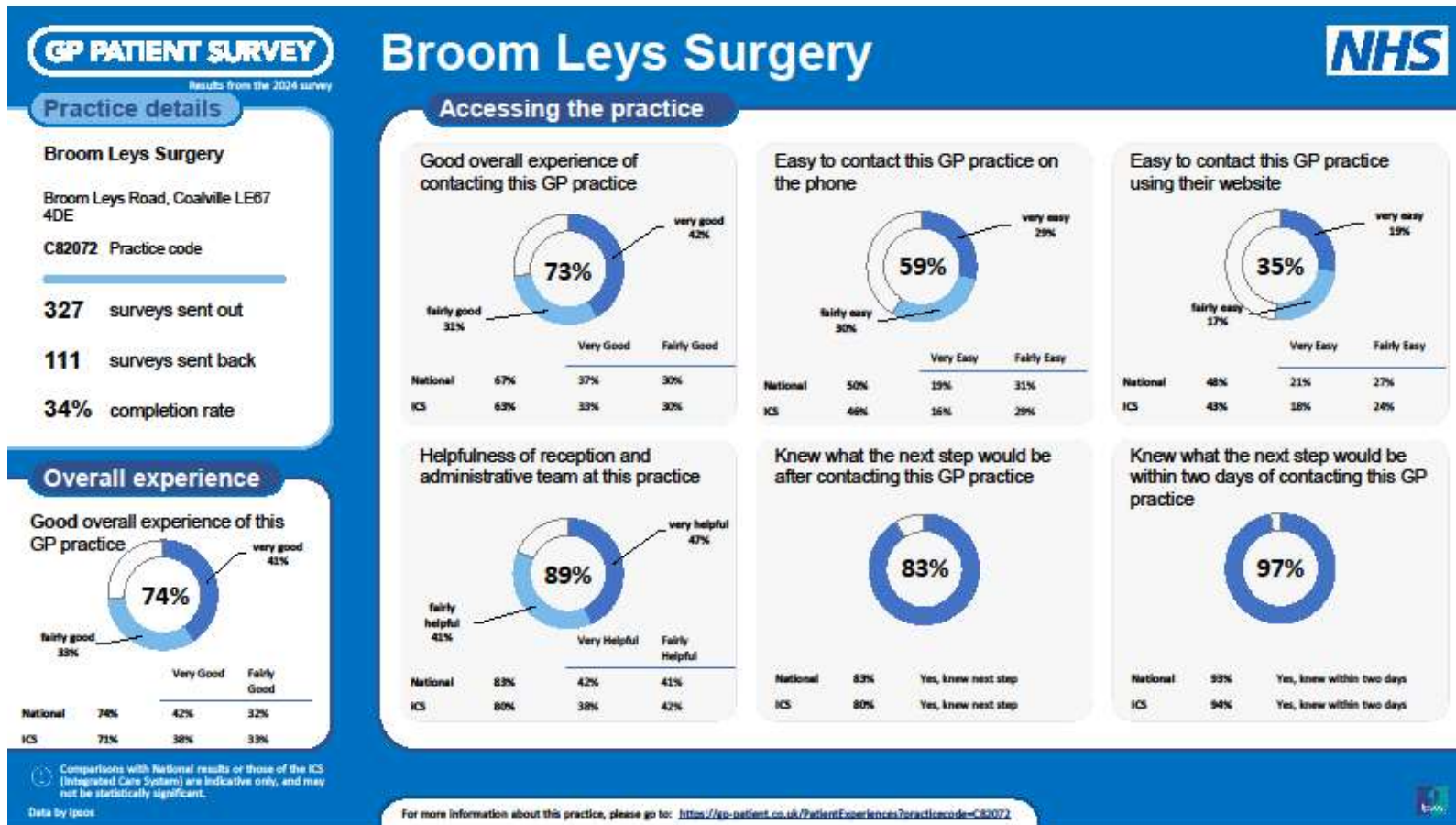
	<p>processes e.g., website, triaging, calls etc. Discussion at the meeting highlighting the relevance to improve clinical practice and support efficient and effective booking of appointments whilst ensuring inclusivity and patient choice.</p> <ul style="list-style-type: none"><li>• Ear Syringing Update – we are now offering this service.</li></ul>	
<b>6.</b>	<p><b>Active Together Walking Group 21<sup>st</sup> August update.</b></p> <p>The PPG discussed their Active Together Walk which took place on 21<sup>st</sup> August at 2 pm.</p> <p>4 walkers attended and they will spread the word to other patients or friends so they can join in this wonderful event.</p> <p>PPG are looking to arrange another walk and will liaise with the Active Together Team.</p> <p>Nicola M, who is also one of the practice Active Health Champions, shared details about a local group – Leg Up Project, who offer lots of activities including Mental Health Walks and Talking Group Meetings</p>	
<b>7.</b>	<p><b>GP National Survey Results 2024</b></p> <p>KS shared a summary and discussed how these results demonstrated the practice's effective practice.</p> <p>The national survey was a benchmark but had a limited distribution and although the results were overall good in many areas, the survey completion rate was only 34%.</p> <p>See Appendix 1</p>	
<b>8.</b>	<p><b>AOB</b></p> <p>The PPG gave feedback from a number of patients who had shared their positive experiences:</p> <ul style="list-style-type: none"><li>• Dog bite at school and was advised to see GP, the patient contacted the surgery and was seen within half an hour.</li><li>• Patient had severe balance issues and after seeing GP was referred and had hospital appointment within a couple of weeks.</li><li>• PPG member praised BLS staff for a close friends care and attention during a difficult time.</li><li>• One of the PPG members gave a Bright Hope update, on the services from January 2024:<ul style="list-style-type: none"><li>○ Receiving 216 referrals to their services.</li><li>○ 2024 Service Users</li><li>○ 114 Sessions of Way Back to Wellness were delivered.</li></ul></li></ul>	
	<p><b>Date and time of Next Meeting</b></p> <p>Next meeting to be held on 21<sup>st</sup> November 2024 at 4 pm.</p>	
	<p><b>Meeting Closed</b></p>	

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### Appendix 1 National Patient GP Survey 2024



#### Helpfulness of reception and administrative team at this practice

	Very Helpful	Fairly Helpful
National	83%	41%
ICS	80%	42%

#### Knew what the next step would be after contacting this GP practice

	Yes, knew next step
National	83%
ICS	80%

#### Knew what the next step would be within two days of contacting this GP practice

	Yes, knew within two days
National	93%
ICS	94%

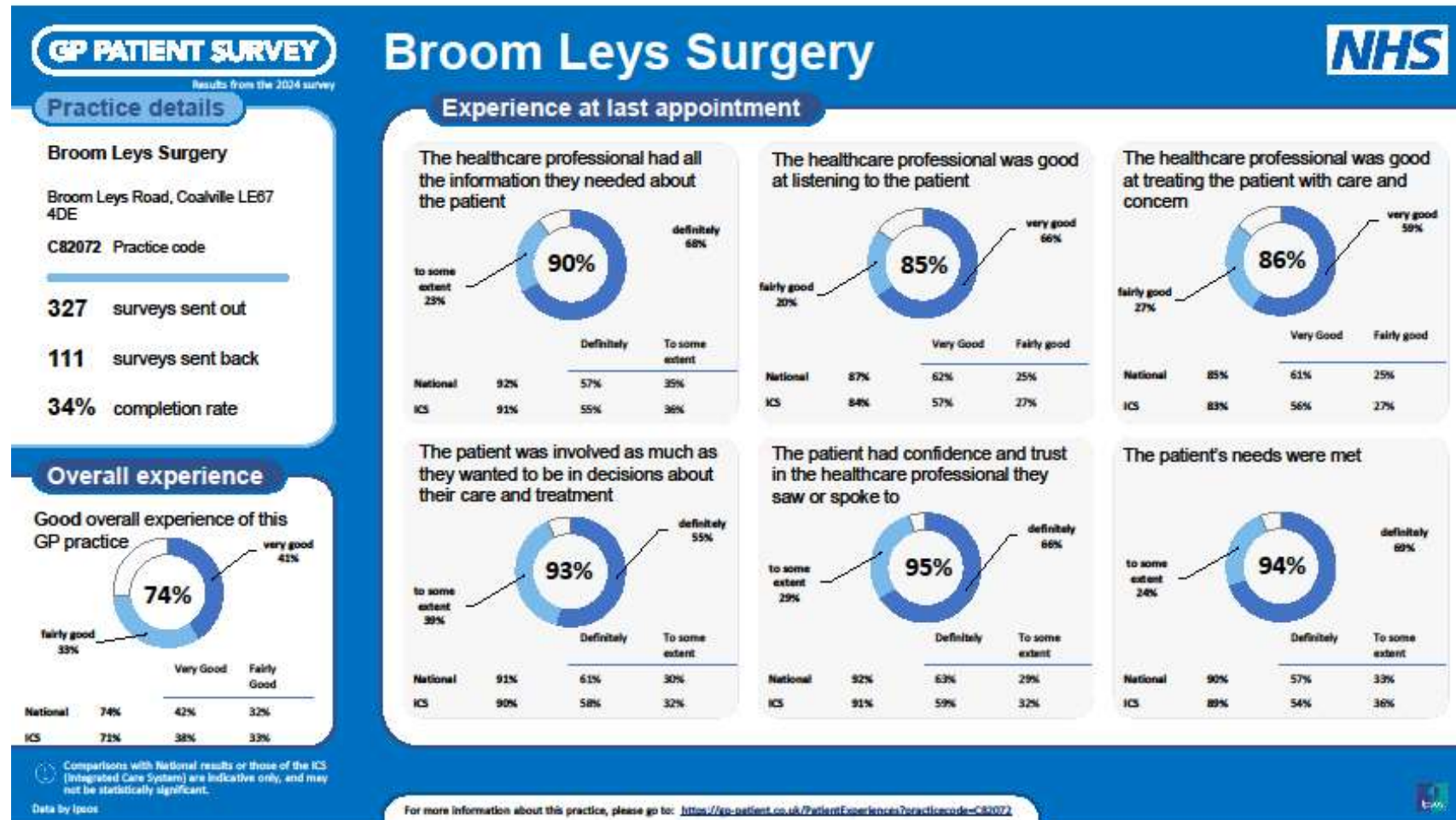
Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

Data by Ipsos

For more information about this practice, please go to: <https://gp-patient.co.uk/PatientExperience?practicecode=C82072>

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## Our charity



### A few facts about us:

- We have been a registered charity for almost 20 years
- Bright Hope is run by 8 full and part time staff, supported by a board of trustees and over 80 local volunteers
- Since February 2024, we have been based at Bright Hope House, near Worsington
- The building was donated to us by Bloor Homes and we have a 150 year lease from the District Council, at a peppercorn rate

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## Our Services

- Day Care
- Counselling
- Support Cafés
- Befriending
- Way Back to Work
- Complementary Therapy
- Bereavement Support



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