

Minutes of the Friends of Buxton Medical Practice PPG Meeting 13/03/2024

Apologies

- Jo and Frank

Review of Minutes from 25/10/2023

- **PPG website:** Discussed in the AGM
- **Practice Leaflet:** Serena was very happy for the PPG to contribute. They don't give out many leaflets now and they are printed in-house. The leaflet has to include certain core items. Other information should be very general as anything specific will be subject to changes that would require the leaflet to be updated. For more details, the leaflet should include links to the BMP website, PPG website (when available) and an invitation to follow BMP on Facebook.
- **Patient Survey:** The last one (2 years ago) was about extended access. It led to stopping the early morning appointments on Fridays and creating more evening appointments on Tuesdays. The plan is still to survey patients' views on booking appointments.

Interface between BMP and other NHS services

- Buxton GPs have a complicated referral process due to the geography. Our nearest hospitals, Macclesfield General and Stepping Hill, are in Cheshire. The Derbyshire hospitals (Chesterfield Royal and the Royal Derby) are much more difficult to get to without a car. Some services are provided by specific hospitals. For example, Chesterfield handles breast cancer though they send a mobile mammogram unit to the Cavendish. Dermatology services used to be provided in Stockport but moved to Altrincham during Covid and didn't go back – though now Chesterfield will also take dermatology referrals and BMP can send them photographs of skin lesions for triage. In Obstetrics, women can choose to give birth in Macclesfield, Chesterfield or Stockport (or at home).
- The range of places that Buxton patients might be referred to routinely could go into the BMP Patient Leaflet.
- For cancer referrals which should be no more than a 2 week wait, the referral can be to anywhere in a 99-mile radius. The BMP team will try to get the best option.
- The BMP staff now identify 5 options from which the patient can choose. This is a new system, managed by the medical secretary, Jo. Once Jo is familiar with the new system we could interview her for a PPG newsletter. The article should explain how the choices are made but not be over-complicated.

- Patients Know Best is intended to allow patients to access results and reports from all locations to which they are referred.
There was a change in policy last November that allows more reports to be passed through to PKB if the GP gives patients access to the documents.
The PPG newsletter could tell patients that if a report or result has not appeared on PKB after 2 weeks, they can use the message facility on the BMP website to ask if it is available.
- Reports from some are transferred to BMP electronically.
Others are printed by the provider who saw the patient and a scanned copy is sent to BMP where someone in the admin team has to type it into the patient's record.
- Another initiative that could be advertised in the PPG Newsletter or on the website is Pharmacy First which allows pharmacists who are signed up to prescribe for 7 conditions <https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-first/>
This is in addition to the services already offered by pharmacies including emergency contraception.
BMP are planning to have posters about this.

NAPP update

- So far, having membership of the National Association Patient Participation (NAPP) group has not been very helpful.
The free Patients Association Group has been more useful.
- There is a Derbyshire Integrated Care Board Webinar in April?
- PPG Awareness Week 2024 is 03-09 June
<https://napp.org.uk/ppg-awareness-week-31-may-06-june-2023-your-practice-needs-you-2/>

Communications

- Serena has an e-mail list of >30 people who have said they might come to a PPG meeting
She has to maintain the patient preferences about e-mails manually.
- Everyone agreed that BMP should minimise using the post (expensive and unreliable)
E-mails and text messages are preferable.