

## Grange PPG Meeting 13th March 2024

Present: Rupert Bankart, Ulrike Bankart, Roy Poole, Maria Lesniewska, Peter Larke, Ian Arnott

Apologies: Carol Gedge, Ruth Gedge, Ken Thompson, Joan Baker

### 1. Surgery Update

Staff versatility has been enhanced by Leanne and Dominika performing secretarial roles as well as their current receptionist ones. Dom has also completed Pharmacist training programme.

Shingles vaccinations are available at the surgery to all those who are 65, or 69 and above. There is an accepted anomaly that it is not available free for those aged 66-68, but this is a national issue.

There is increasing concern nationally concerning children unvaccinated against measles. Efforts are made to encourage patients in this as much as possible.

QOF is a voluntary programme for GP practices to score points based on their performance. A recent rating for the surgery was at 93%. TG did reach 94.8% in the end, which is very good.

The surgery now liaises with a Dementia Clinic, which is located in Lincoln close to the junction with York Road. It is a charitable organisation which provides support to patients with signs of dementia and carers alike. Assessments are carried out, by appointment, taking around 45 minutes.

Maria pointed out that there is an excellent Dementia Clinic at a Day Centre at Astor Lodge, which has a minimum of 5 helpers who encourage those who may be in need to attend.

Ian also mentioned a Centre in Huntingdon which had seven referrals from Peterborough of out a total of 500.

A new telephone system has been installed which enables staff to work more efficiently.

### 2. Survey & Site Reviews

A reset "Friends & Family" survey in February had 34 response of which 24 were very good, 5 good, 1 poor and 3 very poor and 1 don't know. The surgery is pleased with the results as they are very favourable.

### 3. Suvera

Suvera is a third party organisation which enables more patients to be monitored for certain conditions, which enables surgery care for more patients.

### 4. Pharmacy First project of the ICB

Appointments may be made with local Pharmacies, with local Pharmacies West Town Pharmacy at 63-65 Mayors Walk and Netherton Pharmacy at 57, Ledbury Road.

#### 5. AccuRx

AccuRx provides a facility for the patient to make non-urgent requests for telephone consultation or face-to-face consultation. Each request is considered individually to decide the best course of action to help the patient. This is now the official method of making an appointment, and is working reasonably well. Some of the staff are more in favour than others, but the various issues of implementing the system are being continuously monitored.

Patients that do not have online access or do not wish to access the surgery in this way can still telephone and the reception staff will deal with their needs as before.

#### 6. Facebook

The surgery now has a Facebook page which can be useful for information. It can be found at

<https://www.facebook.com/TheGrangeMedicalCentre>

Next Meeting 8th May 2024