

## Grange PPG Meeting 6th September 2023

Present: Rupert Bankart, Ulrike Bankart, Roy Poole, Maria Lesniewska, Carol Gedge, Ruth Gedge, Ken Thompson, Joan Baker

Apologies: Ian Arnott,

Belated apologies also for meeting 14th June: Ken Thompson, Joan Baker

### 1. Surgery Update

Janette, part of the Nursing team, has now left the practice. She has been replaced by Debbie, acting as locum, and this is working well, and she seems to be well thought of by patients. The search for a longer term replacement continues.

Clinical Pharmacist, Jermaine Omokoh started on the 31st July. He works remotely, and all is satisfactory so far.

It was suggested that surveys are handed out to patients on arrival at the surgery, in the hope they will complete them while they wait. This may work if the wording makes it clear that an overall opinion is sought, rather than the particular attendance on the day. (It is known from experience that this is done at the City Care Centre in Thorpe Road).

Discussion about Monkey Survey but all felt that this is not appropriate.

Flu vaccinations will be available at the surgery on the 20th and 25th September. It has been decided not to offer Covid jabs due to the expensive wastage last year which occurred from patients not turning up for their appointment. There will, however, be Covid vaccinations for St Margaret's Care Home in Alderman's Drive and Eaglewood in Bretton.

There are plans for the Surgery to become a Training Practice, probably in the new year.

There may be a change a Social Prescriber in the near future.

Telephone Landlines are being phased out in the UK in the near future, which no doubt will cause various difficulties for people nationally. It is planned to install a new telephone system in the Surgery in the coming months.

### 2. Survey & Site Reviews

It is important that surgery surveys are carried out regularly to satisfy the requirements of the CQC. Recent surveys have been reasonable, but there are concerns that they do not compare too favourably with the national average. This is may be due to the sample size. The most recent only returned 100 responses, which in a group of 3000 (number of registered patients) is insufficient statistically and subject to considerable error. (It is regarded statistically that a minimum of 300 is required for meaningful results in a group of 3000).

### 3. Online Take-up

Online take-up at the surgery is reasonable but attempts are being made to increase it in the interests of the patients without any compromise, i.e. no patient will be at a disadvantage if they do not register.

It is hoped that triage through the Accurx system can be increased, as this reduces the inevitable issues with triage at the Reception desk. It has been found that Accurx (an online method of sending messages to the surgery) has enabled the medical staff to see more patients, more quickly, due to increased efficiency. It was expressed during the meeting that registering for the NHS App is somewhat complicated and not suitable for all, but the advantage of the Accurx system is that there is no need to be registered online. All that is required is internet access. If a patient does not have internet access, the system can still be used over the phone with assistance from the Reception staff.

Examples of how this works can be seen in the 3 attachments, Accurx Screens 1, 2 & 3. Accurx Screen 1 is a screenshot of the home page for Grange Medical Centre.

Accurx Screen 2 & Accurx Screen 3 are screenshots of what will then appear, and the forms that you are required to enter.

To use, go to the home screen <https://www.thegrangemedicalcentre.net/>, and click on the link [Accurx Patient System](#)

Once complete, you can enter your details and submit to the surgery, and you will receive a response within a couple of days.

#### 4. Do Not Attends (DNA's)

There were 31 DNA's in August. Anyone who does not attend an appointment without notice now receives a letter advising them of the cost and inconvenience, and a warning that continuing could result in them being removed as a patient.

#### 5. NHS Rainbow Badge Scheme

The NHS Rainbow Badge was created by Guy's and St Thomas' NHS Foundation Trust in London. Badges are handed to NHS staff who have pledged to reduce inequalities and provide support and signposting to LGBT+ people.

This scheme has been adopted by 77 HNS Trusts. GP Surgeries are not currently affected, but the scheme has been criticised as being one of the causes of staff shortages. Attached is an article written by Professor Angus Dalglish, who is a professor of oncology at St George's, University of London, best known for his contributions to HIV/AIDS research which may be of interest to you.

The scheme was discussed and there was general agreement that while inclusivity and diversity in principle is a good thing, there are major downside, not least the concerns expressed by Angus Dalglish.

6. It was decided that the Christmas Dinner, for which all PPG members are welcome, will be held on Tuesday 5th December, at a venue yet to be decided.

Next Meeting 8th Nov 2023

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FLU  
vaccination  
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## Doctors



Dr Bankart  
Jo Hercules (*Advanced practitioner*)

## Reception

Monday to Friday

8am to 6.30pm

Phone lines open 9am



Practice Manager:  
Ulrike Kuebler



Phone Number

**01733 310 110**

## GP Consulting



APPOINTMENT ONLY

Monday to Friday

## Emergencies

For urgent medical

attention when the

surgery is closed call

OOH (Out of Hours) on

01733 293838 or 999 for

an ambulance



If it's not  
life-threatening...

NHS



## Welcome to The Grange Medical Centre

We are a Peterborough GP practice that provides safe and up to date health treatment in a friendly atmosphere.

The Grange Medical Centre has a catchment area of the PE1, PE3 and PE4 areas of Peterborough. We will only register new patients who reside in these postcodes.

The Practice provides a full personal medical service and is fully involved in the management of many chronic diseases as well as offering a wide variety of other medical services including antenatal and postnatal care, childhood vaccinations and general check-ups. See our Clinics & Service page for a full list.

Our aim is to provide a 48 hour service for appointments. This means we make every effort for a patient to see a Doctor or the most appropriate member of our team based on clinical need within 48 hours of a request. The Grange has been Identified as a Band 6 practice in The CQC assessment of intelligent data which means we at the least risk of providing poor care.

You may contact us via (other than for Registrations or PPG) using our [Accurx Patient System](#).



## The Grange Medical Centre

144, Mayors Walk  
Peterborough, PE3 6HA

NHS

# Contact us about your request

**⚠ This will be read by a member of the team within 2 working days**

If you need more urgent help, call your GP. If your GP practice is closed, visit [NHS 111 online](#) or call 111. In an emergency [call 999](#)

## What would you like help with?



### I have an admin query

Contact us about a fit (sick) note, ask about recent tests, get a repeat prescription, or anything else admin related



### I want help for a medical issue

Contact us about a new or ongoing symptom



### I want to see online advice

See advice and guidance on conditions, symptoms and treatments

Skip some steps by using your NHS login before continuing the request.



Continue with NHS login

For issues with NHS Login please go the [NHS Login Help Centre](#)

# Medical issue details

## Please describe the medical problem

If you are filling this in on behalf of someone else, please make that clear

Type response here

300 characters remaining

+ Attach a photo (optional)

## How long have these symptoms or concerns been going on? Have they got better or worse?

Type response here

300 characters remaining

## Is there anything you are particularly worried about? (Optional)

Type response here

300 characters remaining

## How would you like us to help?

Type response here

300 characters remaining

## Please enter any times during opening hours when we cannot contact you (Optional)

We will only contact you within practice opening hours

Type response here

300 characters remaining

Back

Continue

## **This finger-wagging wokery is stopping us doing our jobs**

**by Professor Angus Dalgleish**

If you want to know why the NHS has such a problem with staff retention, just watch the 'diversity and inclusion' video that all doctors have to sit through every two years.

Based on cartoons depicting various scenarios, it seems to have one purpose: To tell us that we are all a bunch of transphobic racists.

It is humiliating and patronising, and causes genuine distress. At the end you have to complete an exam based on the video's content and, if you don't get the answers right, you have to go back to the beginning. That, by the way, is just one of 23 videos we are made to watch in order to retain our licences to work in the NHS, all of them riven with the same kind of right-on material.

The whole process takes much-needed doctors away from patients for two to three weeks, as well as having a dreadful effect on staff morale.

I pity those who work at the 77 NHS Trusts whose bosses have inflicted upon them the Rainbow Badge assessment, which seems to be nothing more than a finger-wagging audit of wokery.

I know these admonishing assessments only too well, as they've become an ever greater feature of working in the NHS, as I do. It is not sufficient now for doctors to save the life of a patient, they must know their preferred pronouns first.

I refuse to ask a patient if they would like me to address them as 'he', 'her' or 'they'. This isn't a heinous act of transphobia, it's because I am an oncologist and I need to know about people's symptoms, not what gender they would like to be in their notes.

Besides, such a question is unnecessary for the vast majority of non-trans patients in whose faces I imagine I would see confusion, if not hostility, if I asked it. The edict is Orwellian. Patients are even being handed questionnaires to check up on us, with questions such as: 'Have you been asked by staff, or on a form, if you have a trans history, or if your gender is not the same as the gender you were given at birth?'

When organisations such as Stonewall were started, there was a problem with discrimination but, having helped, with admirable and assiduous work over decades, to greatly reduce such intolerance, the diversity and inclusion industry has morphed into an uncontrollable behemoth, forever looking out for new things on which to hound doctors. We are told, for example, that we must not ask people where they are from. But we need to know that because certain conditions are more common in certain parts of the world.

I once had a patient who was proving very difficult to treat until I found out that they had an Italian grandfather.

It turned out that they were suffering from familial Mediterranean fever, which as its name suggests, is a rare genetic condition which afflicts people with Mediterranean ancestry.

These impractical decrees are usually the brainchild of diversity and inclusion officers, often on salaries twice that of junior doctors, despite the latter having trained for far longer.

But clearly, there is money to burn. All these videos and questionnaires are provided by private companies handsomely remunerated by the NHS. Yet we are paying them to make us less productive.

I am past retirement age, and I don't need to be working. I do because we are really short of doctors. But I'm afraid to say that, when I am forced to sit down in front of yet another diversity and inclusion video, I wonder whether I can stand working in the NHS much longer.

*Angus Dalgleish is a professor of oncology at a major London teaching hospital*