



BASSETT ROAD SURGERY PATIENT PARTICIPATION GROUP

NEWSLETTER ISSUE 7 – JANUARY 2020

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Bassett Road PPG and Staff would like to take this opportunity to wish all of our patients new and old, a **Happy New Year** and all the best as we move into a new decade. We would also like to thank those of you who completed the 2019 Patient Survey. The response was phenomenal and the best we have had so far.

There were many questions raised by patients that we have covered in previous newsletters, so we have put an **index of the content of the previous 6 issues for you at the end of this newsletter.**

May we ask for your help? It would be really helpful to us as a PPG, if you raise any queries you might have as they become a concern to you. The survey is anonymous and there were many concerns/questions that were raised that we could resolve or answer, but cannot do so because we don't know who you are. If you have any issues please send them to bassettroadppg@gmail.com throughout the year and one of our team will respond directly to you.

NOT TOO LATE FOR FLU JAB

The practice is keen to ensure all patients eligible for a flu jab contact the surgery (Over 65s, pregnant ladies and clinical risk groups). Vaccine is still available and the surgery will schedule additional Flu Clinics to meet demand.



ADDITIONAL APPOINTMENTS AVAILABLE OUTSIDE OF NORMAL SURGERY OPENING HOURS

This winter, Bedfordshire and Luton Clinical Commissioning Groups are reminding patients of the additional appointments available outside of normal GP surgery opening hours at times that are convenient to them.

Patients needing an appointment with a GP or Practice Nurse, can book with the Extended Access service for an appointment on weekday **evenings or at the weekend.**

To make an appointment, contact the Surgery and ask for an **EXTENDED ACCESS APPOINTMENT.** The appointment will be at the Leighton Road Surgery site (near the Shell Garage) and will be with a GP or Practice Nurse from another Surgery.

UPGRADED TELEPHONE SYSTEM

Many of you will know that, in response to feedback from patients, we replaced and upgraded the practice telephone system in October 2019 to include a queuing system and increased the number of staff available to answer the phones.

We had some initial problems with patients ringing in, being held in a queue and subsequently cut off, for which we apologise. We have been in regular dialogue with the engineers trying to resolve this problem but need to identify each time there is an issue and report it to them within 24 hours for diagnosis. We would, therefore, ask patients to advise reception staff of any issues they experience when calling in; the reception team will then need to check some standard information such as the number you are calling from, the time of the call, where you were in the queue initially and at what point you were cut off.

We hope that, by working with patients in this way, we can identify the specific nature of the problem and have this resolved as quickly as possible. We would like to remind patients that calls are managed by a reception team away from the front desk to preserve confidentiality, though the 2 receptionists at the desk are able to pick up calls at exceptionally busy times. All administrative staff are also trained and tasked with picking up calls from their own departments during busy periods.



ANNUAL PATIENT SURVEY 2019 - 755 RESPONSES

A big **“thank you”** to all who took part in the patient survey. Your feedback is valuable and helps the PPG to work with the surgery to celebrate good practice and to improve its services for you - the patients.

The analysis of your responses is taking place and we will report back to you with our findings. Please see below for some comments from last year:

You said : 'We would like to be told where we are in the queue when we phone to book an appointment'

BRS response: A numbered queuing system has now been installed. It lists your place in the queue up to number 15 – after that you will hear the engaged tone

You said : 'The Blood Pressure monitor is in the wrong place'

BRS response: This has been moved to another part of the waiting room

You said : 'There is a need for better ways to resolve online queries re password identity'

BRS response: The surgery has to safeguard sensitive information about lost passwords – to gain a new password ID has to be presented

CAN YOU REQUEST A REPEAT PRESCRIPTION WITHOUT BEING AN ONLINE PATIENT? – YES YOU CAN

Whilst we would encourage patients to register for online services (it will automatically bring up all of your current repeat medications with a tick box option) you can order repeat prescriptions by following the steps below:

1. Go to the Bassett Road Website home page and select the – ‘Prescriptions and Medicines Centre’ box
2. Choose the option - ‘Request Medication Online’
3. You will be asked, ‘Are you registered for Online Services – Yes/No’
4. Select ‘No’ which will take you to a form to request a repeat prescription. Note: you will need to allow 2 working days for this request to arrive at your designated pharmacy.

If you are stable on a repeat medication regime, it may be worth you discussing batch prescriptions with one of the doctors. Batch prescriptions can be set up for a 6 or 12

month period and negate the need to request your medication on a monthly basis.

Other options for patients who are not registered for online usage are:

- **Prescription Synchronisation** – To ensure that all of your medications come up for renewal at the same time
- **Medication Review** – If you complete this form, depending on your answers – this may save you having to make an appointment with a GP.
- **General Medication Question** - You can ask a non-urgent medical question, which will be responded to within 2 days.

Note: The above options are available to all patients whether or not they are registered for online services.

GETTING IT RIGHT FIRST TIME (GIRFT) – INITIATIVE

As a PCN (Primary Care Network), all 3 practices in Leighton Buzzard have agreed to take part in this initiative. It involves a download of data from each surgery, so that an analysis of 12 different metrics can be worked on. This initiative has successfully been used in a hospital environment and Leighton Buzzard was specifically chosen because Dr Briggs, who is carrying out the project, has strong connections to the town. We do not yet have a timescale for the analysis or the likely outcome but feedback will be given as soon as it is available.

PRIMARY CARE NETWORK (PCN) UPDATE

A PRINCE2 qualified Project Manager (2 days a week) has been appointed to focus on dedicated project and recruitment work. First plans are to scope out the feasibility of 2 new town-wide services – frail elderly and same day access needs of the town. GIRFT and other Clinical Commissioning Group (CCG) data will be used to inform these projects as will a capacity and demand audit to be undertaken by each of the 3 LB practices during January 2020.

MENTAL HEALTH SUPPORT BY TEXT



Shout - for support in a crisis

Shout is the UK’s first free 24/7 text service for anyone in crisis anytime, anywhere. It’s a place to go if you’re struggling to cope and you need immediate help.



THINK PHARMACIST

We are pleased to be able to feedback patient experience of using our local pharmacists for self care – thank you ☺

Infected foot

“I had cut my foot on something sharp that had been protruding from a black bin bag. After a day or two it began to throb a bit and looked quite red, but being a busy mum I put it to the back of my mind – the limp wasn’t too bad! However, I was in the chemist buying some items for the family when I decided to quickly ask the pharmacist to look at my foot for me. The wound had become infected and I was recommended some products to sort the infection out. No trying to fit in a doctor’s appointment around school runs, after school clubs etc. The problem was sorted there and then. From now on, I am definitely going to use a chemist for non-urgent things that are wrong with either me or my family.”

CHOOSE SELF CARE	Over the last year, Dr J L Henderson & Partners spent £6,293 of NHS funding on treatments for coughs, colds and acute sore throats
	£ 5,476 spent on GP appointments AND £ 817 spent on medicines
Speak to your pharmacist for help and advice on managing your symptoms for common conditions	If we were more “self-care aware” we could use these important resources to fund:
	5 x-rays, ultrasounds and echocardiograms OR 4 cataract operations

MEDICATION WASTAGE

Bedfordshire Clinical Commissioning Group (BCCG) estimate **Bedfordshire Medication Wastage** costs the **NHS £2 MILLION PER ANNUM**. We will be bringing you more information on this topic in future editions.

YOUTH PPG

As a Patient Participation Group (PPG), we would like to hear the views and ideas of younger patients. We are aware that younger patients will have different views of the surgery than their parents or guardians and would like to explore the possibility of setting up a Youth PPG or Forum. We value everyone’s opinion and endeavour to make the patient experience as good as it can be. If you have young adults in your household who you think might be interested in at least an initial meeting to explore the possibilities of a Youth PPG, please contact us on bassetroadppg@gmail.com

TWO WAY COMMUNICATION – CAN WE ASK FOR YOUR INPUT?

As a PPG, we constantly strive to communicate changes or information that affects you, the patient. In 2019, we trialled a PPG Surgery, to give patients the opportunity to raise their concerns or issues face to face with a member of the PPG team. We thought this would be an efficient and effective way to resolve patient queries. The PPG Surgery took place monthly and was advertised on the TV screens and in the newsletter. However, the response was poor and we have decided to drop this avenue of communication. Is there another way that you the patient think we could help in improving two way communication? We welcome your views - please contact us on bassetroadppg@gmail.com

STAFF CHANGES AT THE SURGERY

Starters

Mary Beattie (Secretariat), Lesley Avery & Liz Ruddock (Practice Nurses), Allie Jackson - Practice Matron, Andrea Piciorus, Mary Moore & Dawn Law (Reception).

Leavers

Janine Edwards (Reception) and Jane Wallace*

***Note:** the surgery is currently unable to offer sexual health or coil fit clinics but are in the process of recruiting a Sexual Health Nurse

GP Registrar Changes

With us from Feb 2020 - Drs Kehinde Ojajide, Hollie Rolland, Abigail Takyi & Sara Hayek
Leaving in Feb 2020 – Drs Izogie Eke, Bhagya Dahanayke & Rabia Akhlaq

STATISTICS AND DATA



Mjog Messenger App brings positive results for BRS

Many of you have now signed up to use the Mjog App and it's having a positive result. The App allows a message to be sent to you, reminding you of your appointment and gives you the option to cancel appointments that are no longer needed. Once cancelled these appointments are immediately placed back on the online system for others to use.

Appointments cancelled using Mjog app	Oct: 69	Nov: 102	Dec: 94
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Please consider downloading this App as GPs can also use Mjog to send multiple health campaign messages and advice. It is a free service and, therefore, enables financial savings that can be used within the Practice.

The BRS Website

Please take the time to look at the website and see what options are available to you. Patients using the website have resulted the following:

1538 phone calls avoided	598 visits in person avoided	257 appointments saved
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Missed Appointments – Did Not Attend (DNA)

Month	Missed Appointments	Hours Lost	If you no longer need your appointment, please let the surgery know as soon as possible – by phone, text or online so another patient can be given this slot.
Dec 19	171	38	
Dec 18	175	35	

Current Patient Numbers at BRS – 16,980 (31st Dec 2019)

Inhalers: BRS dispensary is no longer able to accept returned inhalers as our supplier has stopped accepting returned used inhalers for disposal/recycling.

East London NHS Foundation Trust (ELFT) invites you to its

NHS
East London
NHS Foundation Trust

Annual Plan Meeting 2020 – Bedfordshire*

*covers Bedford Borough and Central Bedfordshire mental health and community health services


Your chance to have your say to help plan and shape our services for local people

HAVE YOUR SAY

Thursday 5 March 2020
12:30pm – 3:00pm
St Andrew's Church
Kimbolton Rd
Bedford
MK40 2PF

RSVP: call 0800 032 7297 or Email: elft.membership@nhs.net
Light lunch and refreshments provided

DATES FOR YOUR DIARY	
<p>SURGERY CLOSED FOR STAFF TRAINING</p> <ul style="list-style-type: none"> • Thursday 27th February • Thursday 19th March <p>The surgery will be closed on the above dates between the hours of 2–6.30 pm as staff will be taking part in mandatory training.</p>	<p>NHS HEARING AID MAINTENANCE</p> <p>Drop in service – Beds Hearing Advisory Service</p> <p>Morrisons Supermarket, Leighton Buzzard</p> <ul style="list-style-type: none"> • Wednesday 29th January - 1-3 pm • Wednesday 19th February - 1-3 pm
<p>BREATHE EASY SUPPORT GROUP</p> <p>A support group open to people with any form of lung disease, their carers, friends and family. Enquiries contact British Lung Foundation Telephone 03000 030 555</p> <ul style="list-style-type: none"> • Thursday, 13th February 2-4 pm Peter Newton Pavilion, Dunstable 	
<p>BEDFORDSHIRE ANNUAL PLAN MEETING 2020 – HAVE YOUR SAY</p> <p>Thursday 5th March, 12.30– 3pm, St Andrew's Church, Kimbolton Road, Bedford MK40 2PF</p>	



PATIENT FEEDBACK ON THE NEWSLETTER

We would love to hear your feedback on the newsletter. Did you find it useful and informative? Is there something you would like us to cover in future issues? Do you have a non-clinical question that you would like answered? If so, email us at bassettroadppg@gmail.com or leave a comment in the PPG Comments Box in the Waiting Room – with your contact details and we will get back to you.

If you would like this Newsletter in a larger font, please contact the editor on bassettroadppg@gmail.com

TOPICS COVERED IN PREVIOUS NEWSLETTERS

Copies of all newsletters can be found on the BRS website under the Patient Participation Group heading and paper copies in a booklet in the waiting area. All information contained in our newsletters was correct at time of issue.

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Leighton Buzzard Bus Service to L&D Hospital	1 4	6 6
Cancelling Appointments	5	1
Cortisone Injections	2	4
Counselling	2	5
DNA (Did Not Attend) Statistics	1 2 3 4 5 6	5 3 5 3 4 5
Email Address	3	6
Extended Access (weekday evening and weekend appointments)	3 4	1 6
Eye Clinic	5	2
First Aid/Red cross app	2	5
Flu Jab Clinics	2	1
GP Special Interests	2 4	4 6
Hearing Aid Batteries	3	2
LBVT (Leighton Buzzard Voluntary Transport)	1 4	5 6
Lip Reading	5	7
Mjog Messenger App	5 6	1 4
NHS App	4	5
Older People: Yellow Booklet	1	1
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- SystemOnline	4	2
- NHS 111 (www.111.nhs.uk)	6	3

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Pharmacies	2 5	4 5
- Earache, nappy rash, items unavailable	6	2
- Strep A Test	3 5	5 5
Screening (blood pressure, heart disease)	3	5
Pharmacist Training	4	4
PPG Surgery	3 4	6 3
PPG Awareness Week	5	4
Primary Care Network (PCN)	6	3
Recycling	2	5
- unwanted NHS equipment	6	4
Reviews (annual asthma, oral contraception, repeat medication)	3	3
Screens (in waiting area)	4 5	1 2
Sexual Health	6	1
Signposting	1 2	3 and 4 4
Social Prescribing	5	6
Staff Changes	3	4
Survey Comments	1 2	2 2
- Questions & Responses	5	3
- Survey	6	2
Test Results Online	2	3
Text Messaging	4	5
Website BRS Surgery	4 6	1 5