

Burnley Group Practice

PPG Meeting Minutes

24th June 2025 10 am-11.30am

Health Education Suite, St Peters Centre

Attending: Patients - Ma Mi (MM), Jo De (JD), Ka Ro (KR)

Apologies: Fr As – Patient (FA), Ch Jo – Patient (CJ), Ma Go – Patient (MG), Ca Ha – Patient (CH)

In attendance: Helen Harrison – Practice Manager (HH), Carol Tillotson – Practice Manager (CH), Brenda Farrar – Practice Secretary (BF)

	Discussion	Action
	Minutes of the last Meeting The minutes of the last meeting were confirmed as correct.	
	Matters Arising: Recall system The new Annual Recall System has been put in place. The system is based around the birth month of a patient with long term conditions. At present 2 employees are working on this by ringing/texting patients regarding review appointments. Details of this Annual Recall System have been put into the BGP Patient Newsletter. The first two years will be a transition; some patients may be seen sooner than 12 months and some may have to wait longer. The newsletter advises any patients who are concerned that they have had to wait a long time for their review to get in touch with BGP. A discussion around the Annual Recall System being tied in with the NHS App took place regarding receiving notifications of appointments/messages, and as long as the 'push notification' part of the NHS App is turned on, this does result in the patient receiving the appointments/messages sent from BGP. If the NHS App is not successful in sending the message, it will be sent by the normal text message system. Recruitment and Retention BGP has struggled to recruit the right people for the recent vacancies, and this is a very time consuming job, but hopefully following the most recent interviews, it looks hopeful that the vacancies may have been filled. At present there are 5 staff on maternity leave. The HCA position has been difficult to recruit for, interviews will be held at the beginning of July. We still have 11 partners and 3 salaried GP's with potentially another salaried GP later on in the year resulting in the cutting down of Locum GP sessions. FFT Results	

	<p>(HH) explained that the Friends & Family Results are a national survey where the practice has to submit figures from responses received on a monthly basis. Generally approximately 90% of responses come into the Good or Very Good categories and hopefully with the introduction of all the new systems, this will get even better.</p> <p>A discussion around the Acute Respiratory Service which was used last winter, worked well for the practice and helped with patient care, although it isn't known yet if this will be used again this winter.</p> <p>NHS Communications</p> <p>(CT) informed the meeting that since the Modern General Practice was introduced this has reduced the amount of telephone calls into the practice</p> <p>(KR) informed the meeting that her experience with the triage system was a very positive one – she was impressed.</p> <p>(HH) mentioned that the vast amount of emails received daily are difficult to deal with and these are going to be worked on.</p>	
	<p>New Items</p> <p>Move to 15-minute appointment slots</p> <p>(CT) informed the meeting about appointments/telephone appointments from triage increasing to 15-minute slots giving the option of seeing a patient or putting them in for a telephone call. This will hopefully cause less duplication of work and appointments. This starts on 1st July 2025.</p> <p>Staffing levels of reception at BGP St Peter's Centre</p> <p>Patient CJ had asked for this to be added to the agenda. CJ had noticed that on occasions there was only one person on the reception desk at the St Peters Centre which could lead to queues. (CT) explained the levels in staffing reception and that staff need to have annual leave due to the pressures of this environment and that when staff then call in sick, this causes a difficult situation to be managed due to there being 3 sites to cover. The majority of the time one receptionist is sufficient to cover. Where we can if there is only one receptionist and it becomes busy, we will move another receptionist from the phones.</p>	
	<p>Any Other Business:</p> <p>BGP Patient Newsletter was handed out to all attending the meeting.</p> <p>(JD) suggested maybe someone could produce a video and send it out on a link to patients regarding the new triage system and other systems introduced just outlining how these work and how the patient uses them. (CT) agreed this would be a good idea.</p>	

	(KR) mentioned that the minutes for the last meeting back in October 2024 were not available on the Practice Website. To ask TT to upload these.	TT
	Date of next meeting:- 30th October 2025	