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# BURWELL SURGERY PATIENT PARTICIPATION GROUP (PPG) NEWSLETTER

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Welcome to our **THIRD** newsletter, jointly produced with Burwell Surgery. We do hope you enjoyed reading our previous Newsletters. Feedback is always welcome, please let us know if there's something you'd like us to cover or ask Burwell Surgery, our next meeting will on 26<sup>th</sup> November. Either drop us a line via Burwell Surgery's email account: [admin.burwellsurgery@nhs.net](mailto:admin.burwellsurgery@nhs.net) or leave a note at reception for Elaine Ellis.

## *NEWS FROM BURWELL SURGERY...*

Cambridgeshire & Peterborough's CCG GP Patient Survey results for July are available! Our results are exceptionally good and reflect very well on all staff and the relationship that we have with our patients here in Burwell. Thank you. We will publish the results very soon! If you'd like a sneak preview go to: [www.gp-patient.co.uk](http://www.gp-patient.co.uk)

Dr Johnson, our new GP Registrar joined us in August. Dr Johnson will be with us until early New Year.

A member of our Dispensary team took retirement in September after working with us for nearly 30 years! She will and is missed. We were very lucky in recruiting her replacement very quickly. Sarah has joined the team, she has a wealth of experience, and some of you may recognise Sarah! Before joining Burwell Surgery, Sarah was working at our local pharmacy. Please join us in welcoming Sarah to Burwell Surgery.

You may have seen pinned to the lamppost...? Burwell Surgery has submitted a planning application for a small extension to the building and car park.

We are currently reviewing how we manage our Duty Doctor appointments. A telephone triage system was trialled for one day in August. Three out of 18 calls in the first two-and-a-half hours needed face-to-face consultations. There were 7 calls in the afternoon, 3 of those calls were then scheduled to be seen face-to-face. This new telephone triage method of working will continue to be trialled in October. The benefits of telephone triage helped sort out patient's issues in a more-timely manner. We will keep you updated with this new system and let you know should when we go 'live'!

We are also looking at are offering online triage and consultations. A few of our fellow-GP surgeries have successfully implemented these online packages (Haddenham/Staploe) and have received mixed responses from patients and clinicians.

Designated Travel Clinics: Have been introduced to improve patient needs, those requiring vaccinations and those requiring other nursing needs. These clinics run on the 1<sup>st</sup> Monday and 2<sup>nd</sup> Monday of each month and the 4<sup>th</sup> Thursday of each month. Monday clinics are late in the day, 5.00 – 6.00 pm designed to help those who find it difficult to attend during core surgery hours.

Park Run Surgery: Our first Surgery park-run is complete! See our Facebook page for photos and the waiting room area! We will schedule another... all are welcome to join.

2019/2020 Flu Season: Thank you to those who attended our first OVER 65s open flu clinic. All eligible at risk open clinic will be held on Saturday 26<sup>th</sup> October – doors open at 9.00 am. No appointment needed. Doors will close at 12.00 noon.

Extended Access Appointments run by the Cambridgeshire GP Network are becoming more popular with Burwell registered patients. If you need a routine appointment, after 6.00 pm or at a weekend, please ask the receptionist.

## ***PRIMARY CARE NETWORKS (PCNs)...***

NHS England's General Practice Forward View (GPFV) published April 2016 actively encouraged Commissioning Groups (CCGs) to encourage every practice in the country to work more collaboratively. So, how do GP surgeries achieve this? Answer: Become a Primary Care Network (PCN). PCNs are based on registered GP lists, serving communities of around 30,000 to 50,000 people. Should be small enough to provide the personal care valued by both patients and GPs, but large enough to have an impact and economies of scale through better collaboration between practice and others in the local health and social care system. Burwell Surgery, Staploe Medical Practice and Haddenham Surgery will become a Network known as Ely South PCN. Other Ely based Practices, St Mary's, Cathedral and St George's will be Ely North PCN. What are the benefits? **Primary care networks** have the potential to **benefit** patients by offering improved access and extending the range of services available to them, and by helping to integrate **primary care** with wider **health** and community services. The PCNs are busy recruiting a Social Prescriber and Clinical Pharmacists. These roles will provide support across the North and South PCNs. Check out Burwell Surgery's, website: [www.theburwellsurgery.co.uk](http://www.theburwellsurgery.co.uk) Facebook page: Burwell Surgery and their waiting room area for up-to-date news as it becomes available.

## ***DEMENTIA FRIENDLY PPG AND SURGERY...***

Dementia Support Clinics are proving very positive for carers, patients and HCPs. Thanks to members of Burwell Carers for their continued support in identifying carers/patients who will benefit from this service. The support worker is now holding clinics at Ness Court when requested and will carry out home visits if needed. We are hoping these clinics will continue in 2020 - anything we can do to support this much needed service would be useful, especially as we have only just started the clinics in Burwell and over a short period time have heard and seen the benefits of this service it would be a shame to lose it. To share your support, please leave a note with reception or email: [admin.burwellsurgery@nhs.net](mailto:admin.burwellsurgery@nhs.net) for Elaine Ellis. Remember... no appointment necessary, book direct with the receptionist.

## ***HOT OFF THE PRESS... Friends and Family and GP Survey Results***

Comments from visiting patients (unedited!) **"I feel very fortunate to have this surgery as my GP service. In almost 10 years I have been able to see a doctor or nurse either the same day or the following day, every time I have called.** Reception is friendly, efficient and always tries really hard to help. **The standard of care provided by GP's and nurses is on the whole excellent!** Thank you!" "A friendly environment - Great receptionists and wonderful nurses and doctors. **There has not been one second at feeling uncomfortable.**" "Appointment system works well. **Friendly reception staff.**" "Friendly staff, clean facilities, easy to get an appointment." **"Staff always helpful, appointments always available if you're feeling really unwell. Doctors always kind and explain things to you fully."** "Brilliant Surgery, efficient, friendly, helpful." **"We as a family have received excellent treatment as needed. I have learned so much recently about other practices in the area that I am convinced it would be difficult to do better here!"**

*If you would like to be part of the group, would like more information, or if you know of anyone that might be interested please contact Elaine Ellis on: 01638 741234 or email: [admin.burwellsurgery@nhs.net](mailto:admin.burwellsurgery@nhs.net) or visit our website: [www.theburwellsurgery.co.uk](http://www.theburwellsurgery.co.uk) to complete an application form.*