

Buxton Medical Practice Patient Participation Group

This newsletter is the first of what we expect to be quarterly updates on items that you may find of interest about the practice and its services.



IN THIS ISSUE:

Who the PPG are

Some local background

Accessing practice healthcare

**Afterthought on adjacent
pharmacy**

What is the PPG?

Your PPG (Patient Participation Group) is a group of patients who want to help BMP (Buxton Medical Practice) work as well as it can for patients, doctors, and staff, by advising and informing the Practice what matters most to patients. Patients of any age, background or gender can attend PPG meetings to discuss any ideas or changes for the practice.

The PPG meets every quarter, and ALL patients of the surgery are welcome to join. Our next meeting is on 25th October at 7pm. Please do come along. You can also contact the organisers by email <bmp.ppg@gmail.com> if you want to know more or have thoughts that you wish to share.

PPGs are an NHS requirement for each surgery.



Tom Miller GP

Accessing practice healthcare

Rising to the challenge, the practice has adapted by increasing the numbers and capabilities of its healthcare staff and moving towards becoming a "Healthcare Hub" as opposed to a traditional "GP only" surgery. The team includes five Advanced Nurse Practitioners (ANP) with higher qualifications, some of whom can prescribe, three Nurses, a physiotherapist and a Community Psychiatric nurse. There is also an ANP led menopause clinic and access to a prescribing pharmacist. All this allows the extended Healthcare Team to handle most routine activities. The practice believes these changes have been successful in continuing to deliver high quality, compassionate care.

Due to national as well as local staffing shortages, alterations in working practice have been necessary for the team, but it also means that, as patients, we need to think differently about our own and our family's expectations when contacting the surgery.

These changes mean that when contacting the practice, patients can be sure that the reception staff will identify, in confidence, the safest and most efficient way to provide medical services. This may involve routine appointments but, for patients with an urgent need to access care, the Triage system will be used where a member of the medical team will contact the patient that same day to discuss their symptoms in more detail - and so ensure an appropriate, effective and timely resolution. (Triage is where a medic assesses the need and urgency of a patient's condition).

For example, you might be asked to come in and see a nurse or a doctor on the same day or be given an appointment at a later date if your problem is less urgent. If you see a nurse, they may be able to prescribe any drugs you need without the need to see a doctor.

There is a Practice Leaflet available in Reception that gives more detail.

Some local background

Buxton has around 26,000 registered patients, 9,000 of which are registered with our BMP surgery. Over the past few years, Buxton Medical Practice has acquired around 1,000 new patients - a combination of new residents and transferees from other surgeries.

On top of this, the number of GP "partners" in the town has declined dramatically from 15 (in 1995) to just 5 today (although boosted by salaried and locum practitioners). Your BMP surgery started with 5 GPs but is now down to just 2 full-time partners (again with locum support - and attempts to recruit are ongoing). As you might expect, this has put an extreme demand upon GP availability with around 40-50 appointments per doctor each day, rising by an extra 20 in winter months.

Buxton Pharmacy (ex-Lloyds)

Finally, a word on the chemist shop behind the BMP surgery... Since the management takeover last year, there has been a marked and very welcome improvement in the level of service. Fulfilment of prescriptions is fast and efficient... and the permanent pharmacist, Nafees, is both knowledgeable and extremely helpful. If you previously moved away because of poor service, please consider returning to support your local pharmacy. (Check out the Google reviews - and add your own)!