

PPG Meeting 26th November 2.30pm-4.00pm

Minutes

Attendees:

Clare Wilson – Chair of PPG

Liz Spreadbury – Practice Manager

Robin Gupta – Senior Partner

11 PPG members were in attendance.

1.	<p>Welcome</p> <p>Clare welcomed everyone to the meeting and introduced herself. She thanked everyone for coming along and being part of the PPG</p>
2.	<p>Structure of the Practice and where it fits in the wider NHS set-up</p> <p>Robin ran through the structure of the practice and said Brockwood follows a traditional practice model using modern technology to run smoothly. Face-to-face appointments are preferred.</p> <p>There are now lots of various roles whereas previously there were only GPs, Practice Nurses and Health Care Assistants.</p> <p>The demographic of Brockwood is skewed towards the upper end and there are many older patients who require more time for treatment due to their complex needs. This means each patient needs more time and work to support them. (This is the opposite to Medwyn Practice which has more younger patients so is run in a different way to Brockwood.)</p> <p>Brockwood tries to educate patients and practitioners so the most appropriate treatment is provided. Often the best person to deliver the necessary treatment is not the GP but another specialist in the condition employed at the practice.</p> <p>A relatively recent change for Brockwood was the transition to online forms for contacting the practice rather than patients phoning in. This 100% triage system is working very well and is fair to all. Luckily Brockwood has the support of Dorking Healthcare (DHC) and other community teams (including Surrey Downs Health and Care Partnership – provided by St Hellier Hospital) and Ranmore Hospital so appointments can be provided in a timely manner, the same day if needed. Mental health is being treated in the community where possible as better for the patient.</p> <p>There is a possibility a new system will be introduced next year so all communication will be through the NHS App. This will be the only portal available. This transition will not affect patients.</p>

	<p>It was noted the local pharmacies like all UK pharmacies are struggling to deal with the strict rules (such as they can only treat non-complex cases) on the limited services they can offer.</p> <p>Robin informed the meeting that in Surrey there has been a 17% rise in people over 60 years old, coupled with a 14% reduction in working adults and 8% reduction in children.</p> <p>There will be fundamental changes to the structure of the NHS in Surrey and Sussex, but this will not cause any changes to patients at Brockwood.</p>
3.	<p>You and Your GP</p> <p>The NHS has produced a leaflet about what to expect from your GP and what they should expect from patients. It can be found on the Brockwood Medical Practice website when using the search facility.</p>
4.	<p>Managing Long-term Health Conditions</p> <p>Liz said Brockwood follows a proactive approach and checks each patient is receiving the care they require. They are invited to attend the practice during the month of their birthday every year and, if they do not take this up, they are asked why!</p> <p>Robin added the practice tries to group conditions together so the patient is dealt with by one person during one visit. It was agreed this was very helpful for patients and the practice has been deemed to provide excellent care.</p> <p>Regarding dementia, Robin informed the meeting this often comes with other conditions such as those connected to cardiac problems so, following the system above, these patients are reviewed when they are being reviewed for other conditions. There is also lots of support in the community available.</p>
5.	<p>Veterans</p> <p>The definition of a veteran is anyone who served in the armed forces even for just one day in any capacity. At the moment there are only 30 patients at Brockwood registered as veterans so there must be a lot more.</p> <p>Veterans gain access to Operation Courage and Operation Restore (provisions provided by the armed forces) to address physical and mental health. Also, if they are referred to a consultant, they will be given priority.</p>
6.	<p>Facts and Figures</p> <p>Liz shared with the meeting some interesting facts and figures.</p> <ul style="list-style-type: none"> • There are over 12,000 patients at Brockwood Medical Practice. • There are over 800 patients with diabetes. • In October 2025 the practice received 3189 online forms and 4868 phone calls.

	<p>It was noted the more information provided on the online forms, the better the service provided can be. The patient can be directed to the most appropriate person for treatment. There is the potential for a new, quicker system which delves deeper into the reason for filling in the form which will lead to an appointment being offered without requiring a GP review.</p> <p>Also, Monday mornings between 8.00am and 9.00am is the busiest for phone calls, so it is far better to wait until after 11.00am that day if you need to call.</p> <ul style="list-style-type: none"> • The practice does 4000 blood tests a quarter and, given the aging population served, there is often a need to carry out further tests regularly. <p>It was noted the reason patients cannot book blood tests online is because they may not know what tests are required on their sample of blood. Currently the patient should send in the online form requesting one and the practice will send a link to a booking page.</p> <p>It was recognised the new booking system at East Surrey Hospital for blood tests has led to a streamlined service with no queues.</p> <ul style="list-style-type: none"> • There has been a 70% increase in the number of appointments, but only a 5% increase in staff. • The DNA rate is an average of 2% which is seen as very good. <p>It was noted the DNA Probability Report covers too short a time frame to have much value.</p> <ul style="list-style-type: none"> • The practice has administered 2400 flu jabs and 1193 Covid jabs so far this year. • Brockwood Medical Practice has been ranked as ninth out of 102 practices in the Patient Satisfaction Survey.
7.	<p>Audiology Service</p> <p>Robin informed the meeting of the difficult process he had gone through to replace the audiology service previously provided by Kingston Hospital at Dorking Hospital. For the time being Spec Savers have agreed to run the service for non-complex cases and the Dorking branch are searching for suitable premises to do so. The service is available at other Spec Savers in the area such as Leatherhead and Epsom.</p>
8.	<p>Any Questions</p> <p>1.Named GP</p> <p>Why are the patients assigned a specific GP when sometimes they never see/meet that GP?</p> <p>Robin informed the meeting the government demands each registered patient has a named GP, but they are assigned on a rolling programme and the practice's view is it does not matter which GP patients see. The more details</p>

	<p>provided on the online form, the better targeted the care can be as the practice has specialists in lots of areas which may not be the patient's assigned GP. Liz added this pulled list system allows for continuity of care which is Brockwood's objective this year.</p> <p>2. Does the clinical pharmacist have any back-up from GPs? The clinical pharmacist can reauthorise prescriptions but, if it's for a condition outside their area of expertise, they can and do refer to a GP. In many areas their level of competency is high as they are specialists as opposed to general practitioners.</p> <p>3. Bicycle parking at the Brockham Site It was agreed this would be advantageous if a suitable location could be found, but taking away a parking space or the bench by the door cannot happen. Robin and Liz will look for a location on their next maintenance walk around.</p> <p>4. Do all the GPs conduct home visits? Dorking Healthcare (including Brockwood Medical Practice) has set up a number of daily slots for home visits. Brockwood carries out three or four each day. Each case is triaged and the most appropriate person will visit. If the call is received after 12.30pm a member of Brockwood will attend or call by phone. Given the large geographical area covered by Brockwood, it may well be the nearest GP.</p>
	<p>The meeting closed at 4.00pm with a big thank you to Brockwood for it's excellent service. It was agreed to hold the next face-to-face PPG meeting in the evening in late Spring, allowing the PPG members who work or have children to attend.</p>