

Billesdon Patient Participation Group Newsletter

What is a Patient Participation Group (PPG)?

The NHS requires every practice to have a Patient Participation Group (PPG). PPGs are made up of patient volunteers and practice staff who meet at regular intervals to decide ways of making a positive contribution to the services and facilities offered by the surgery to its patients. A PPG is not a forum for raising individual complaints, for seeking medical advice or for single issue campaigns.

The patient volunteers of Billesdon PPG must reside within the practice catchment area and be registered with the practice. Meetings are held several times a year and attended by Dr Wardle, GP; Julie Smith, Practice Manager; Rebecca Farmer, Data and HR Administrator; John Dyson (PPG Chair), Margaret Hughes (PPG Secretary); and patients from the following villages, Billesdon, Bushby, East Norton, Halstead, Houghton on the Hill, Keyham, Stoughton, Thurnby, Tilton on the Hill, and Tugby.

The PPG enables our practice to keep in touch with the patient perspective and aims to improve the patient experience.

A copy of our constitution is available to download at <https://assets.practice365.co.uk/wp-content/uploads/sites/1128/2020/05/PPG-Constitution-version-6.0-Approved.pdf>

Practice News

- The Practice has recently introduced a **phone call-back feature** which enables you to keep your position in the queue and hang up the call to wait for call-back. You will be called back when you are at the head of the queue. **To use the call-back feature press 1 at any time.**
- **Following a recent (June) inspection by the Care Quality Commission (CQC) the Surgery received an overall rating of ‘Good’.** The CQC noted that, “...the practice had good systems and processes to keep people safe and there was an efficient management structure which supported good governance throughout the practice.” All ratings can be viewed at <https://www.cqc.org.uk/location/1-554415135/reports/AP2843/overall>.
- **Billesdon Surgery is accredited to provide training for future GPs.** Doctors who are undertaking further training to become GPs are referred to as GP Registrars. They are fully qualified doctors who have undertaken their medical training and worked in hospital settings and are now undertaking specialist training in general practice. Each GP Registrar will remain with us for 4 months and during that time will consult patients

under the supervision of a GP trainer. **We welcome GP Registrar Dr Yash Acharya (m) MBBS** to the practice.

- We also **welcome** to the practice **Ruth Ashby, Health Care Assistant**.
- The practice was very sorry to learn that former Billesdon GP, **Dr Richard Whiteley**, passed away on 15th April 2024. Dr Whiteley will be remembered by many of our patients having joined the practice in the 1970s, remaining with us until his retirement in 2002.
- Billesdon Surgery is proud to announce that retired former senior partner, **Dr Margaret W E Austin**, was recently honoured with an MBE in the King's Birthday Honours List for Services to St John Ambulance. Dr Austin has given 52 years of dedicated volunteer service with St John Ambulance. In 2012 she was appointed a Dame of the Order of St John (DStJ) and is the author of the definitive *First Aid Manual*.
- Huge congratulations are due to **Dr Burton** who completed this year's London Marathon in just under 5 hours and raised over £5 000 for Pancreatic Cancer Research. A big thank you goes to the patients who generously contributed a significant amount to this magnificent sum.

Practice closures 2024-2025

1. Dispensary

Due to staff shortages, from 30th July to 3rd September the Dispensary will be closed on Tuesday afternoons from 1pm and will re-open at 8:30am on Wednesdays.

2. The surgery and branch site are closed for the following Bank Holidays:

Summer	Monday 26 th August
Christmas	Wednesday 25 th December and Thursday 26 th December
New Year	Wednesday 3 rd January

3. Training Afternoons

Billesdon Surgery participates in the East Leicestershire & Rutland Integrated Care Board (ELR ICB) "Protected Learning Time" (PLT) afternoons. **The surgery and dispensary will be closed** for training on the following afternoons during 2024-2025*: Thursday 12th September 2024; Wednesday 9th October 2024; Thursday 14th November 2024; Wednesday 8th January 2025; Thursday 13th February 2025; Wednesday 12th March 2025

In the case of a medical emergency on these days please phone 0300 323 0671 between 1pm and 6.30pm; after 6.30pm phone 111.

*Training days can be cancelled without prior notification.