



Cranfield and Marston Patient Participation Group

Attached to Marston Forest Health Care

Meeting held 12th September 2022

Meeting Purpose: Cranfield and Marston PPG open meeting

Attendees: Bill Garner (PPG Chair) with three members of the PPG in attendance- Jilly Bozdogan (PPG Deputy Chair), Pamela Francis and Jean Buchanan (PPG Secretary) also (taking the minutes).

Location: Marston Community Centre

This was an open meeting for patients of Marston Forest Surgery to attend to hear about the work of the Patient Participation Group (PPG) and to share their views and observations regarding their experiences of the practice.

As a meeting had not been held for some time it was felt inappropriate to invite surgery staff to attend.

The meeting started with a one minute's silence to mark the passing of the late Queen.

At the start of the meeting everyone was asked to sign their names on a sheet so we had a register of attendees. Forms were also passed round for patients to fill in if they wished to be part of the PPG. PPG Chair explained that by signing the form people were giving permission for the PPG to send them directly minutes of meetings and other information. This information was only for the use of the PPG and wouldn't be passed to any other persons.

PPG Chair then explained and read out the latest constitution which has been agreed with the surgery. A copy will be posted on the PPG Facebook page and the Surgery website.

One area was highlighted as an area of concern and that is 'the PPG should comprise of as broader representation of the local patient population as possible'. Currently this is not the case.

It was stressed that the PPG is not there to take on individual complaints of patients but where a general concern arises this can be passed to the PPG who can talk to the surgery. The complaints procedure was explained for individual concerns.

This raised a point in the room regarding the expectation that everyone has access to or can use technology. Instead of emailing complaints a letter of complaint can also be written.

This does raise the question of discrimination against people who are unable to write a letter or email. This will be discussed with the Surgery to get clarification which we will publish.

'Health watch' are undertaking a visit to the Practice looking at practice and procedures. Several patients have been asked for their views. PPG Chair was asked whether he had been contacted as the Chair of the PPG, so far he has not but will follow it up.

There was then a general discussion regarding the Surgery and issues that was felt needed to be addressed.

Several points arose from the meeting.

1. **Reception staff attitude** when you phone in only to find after hanging on for 20 minutes plus all the appointments have gone.
2. **This lead to the question of how many appointments were offered each day?** PPG Chair explained that when he has asked this question he is advised that it is 'operationally sensitive' to disclose how many appointments are available on a given day or how many clinical hours are available. This answer was not acceptable as the information use to be available in the past so why not now?
3. PPG Chair advised that on a positive note there are now more Doctors (4 plus a trainee) working at the practice. **Question arose- are these full time or part-time?**
4. **Who is responsible to the technology of the practice including the phone system and the website information?** The phone system is a common complaint from people trying to contact the practice to make an appointment. PPG Chair explained that he had been advised they have looked at others but as yet have not found a more suitable system.
5. **Concern was raised by a few people at the meeting regarding what happens to paperwork etc. sent from consultants/ hospital where a follow up is required by the GP?** Sometimes this involves changes in

medication but several people reported they are not contacted directly by the practice instead having to join the morning queueing system on the phone to try to speak to someone, with or without success.

Who looks at this paperwork/emails? Does it automatically go to a Doctor or are reception staff dealing with it?

6. This was followed by the issue of Doctors phoning back when a request has been made to speak to one. Cases of where someone not available at the precise moment they ran back. No message left. When tried ringing the surgery back told too late should have been available will have to ring in the following day. People cannot be expected to sit by their phone all day. **How can this be resolved? Could a time window slot be given of when to expect a call.**

Finally, it was advised that the cost of hiring the hall had been paid for by one of the PPG members. There appeared to be no free venues in either Cranfield or Marston and on asking at the surgery he was advised the surgery have no funds to support the PPG. However, it has to be mentioned that a kind attendee made an unsolicited £10.00 donation towards the cost of the hall for which we were most grateful.

It was suggested to the PPG Chair that matter is further investigated as it was felt that GP practices should be supporting the PPG in going about its business. **PPG Chair to investigate.**

The PPG Chair thanked the members for their participation and the meeting was finally closed at 20:45