



Cranfield and Marston Patient Participation Group

Attached to Marston Forest Health Care

Meeting held 3rd November 2023

Meeting Purpose: Quarterly PPG catch-up and feedback.

Attendees:

Representing the Surgery: **Dr Imran Ismail** - Head of Practice, **Chloe Raymond** - Current Operations & Transformation Manager, **Charlotte Rose** - Sites Co-ordinator (Taking minutes) and **Anna Zajickova** - Anna's current job title is Healthcare Assistant - due to change from 1st December to Operations and Transformation Manager alongside Charlotte.

Representing the PPG: **Bill Garner** - PPG chair, **Jilly Bozdogan** (PPG Deputy Chair), **Jean Buchanan & Pamela Francis**.

Agenda:

1.0 Introductions

After introductions of new staff joining PPG meeting Chloe Raymond announced November will be last working month and Anna and Charlotte are to step into roles as Operations and Transformation managers from 1st December 2023.

2.0 Apologies for absence

Apologies from PPG - **Ted Pilbeam** (Marston Parish Council).

3.0 Update / Action Items from Previous Meeting

There were no matters left over from the last meeting.

4.0 Staffing Level

4.1 Doctors:

Discussed the practice now has 6 GPs and a GP trainee. Discussed benefits of being a training practice and the practice part of recruitment programme. As a practice the focus is on quantity and quality of care we deliver rather than quantity alone. Second GP trainee planned to join practice approximately February 2024.

4.2 Nursing Staff:

There are two practice nurses working across both sites as well as a community Paramedic who joined the practice earlier this year.

4.3 Healthcare Team:

There are two healthcare assistants covering both sites and GP assistant joining the practice from mid-November. Second GP assistant is still to be recruited.

4.4 Practice Team

The practice now also has both community paramedic and clinical pharmacist who joined the practice earlier this year as a part of the PCN contract and as well as two practice clinical pharmacists. The current Clinical Schedule of who, where and when is at the end of the minutes and also available on the Surgery website.

5.0 Statistics

Unfortunately, the latest Stats are currently unavailable because of system issues with the stats provider. They will be made available as soon as possible. Discussed the number of appointments patients do not attend to which include GP appointments, nursing appointments and extended access appointments. Both practice and PPG to ensure patients are aware how many appointments and time are being wasted by sharing with PPG quarterly and share on screens and website for patients to be able to see each month. Discussed whether the surgery can find out why people are missing appointments - unfortunately this is out of our control as to why patients are not attending. Reminder text messages are sent out seven days prior to upcoming appointment for nursing appointments and minor surgery. Letters can be sent to patients when appointments are being missed on regular basis to try and engage further.

5.1 Number of Appointments Missed

Quarterly Did Not Attend Appointment Numbers

Averages	Quarter 1 2023	Quarter 2 2023	Quarter 3 2023
Appointment numbers			
GP	38	34	41
Minor illness clinicians	12	23	31
Nurses	115	90	135
Physio	5	8	7
Appointment time in minutes			
GP	537	488	662
Minor illness clinicians	175	360	676
Nurses	2118	1635	2613
Physio	107	180	167

In the first 9 months of 2023 there was a total of **9718** minutes of lost appointment time due to patients not attending for their booked appointments

This is the equivalent of **540** individual appointments.

It's also worth noting in regard to the number of DNAs for GPs for example, that yes, we promote generally all GP appointments are 10 minutes, however, this is not always the case where some specific appointments are allocated 15 minutes or even 20 minutes due to the nature of the issue. This may be a consultation regarding severe mental health for example which are allocated 20 minutes as these naturally will take longer to carry out. Urgent same day emergencies in babies/children can be allocated 15 minutes in some cases to allow additional time for GPs to safely carry out these kinds of consultations.

So where the calculation was made for approx. 14 minutes on average per appointment then yes, our patient could be correct as not all GP appointments are 10 minutes depending on the nature of the presenting issue when it is booked and allocated. I hope this extra narrative helps the wider community understand our figures a little better.

5.2 Doctrin:

On average the Practice receives around 400 cases a month to which 40% patients submit feedback. On average those who would recommend Doctrin is 84%, gaining sufficient information is 86% and met with compassion is 92%. Using Doctrin also helps reduce the amount of telephone calls coming in on daily basis and may help patients who are not able to use online services. PPG queried which members of staff triage Doctrin cases as some patients feel that the responses following triage that are sent out are not detailed enough. Explained Doctrin is triaged by clinicians such as GPs or minor illness nurses and detailed messages with triage information are often not sent to patients due to the volume of cases that are being submitted. PPG feels time is wasted that way as often patients may not turn up for appointments if they are not aware why appointments are booked and what for. Explained we can feedback to clinicians to make information more detailed where possible.

5.3 Telephone System:

Live for two and a half months and data much better than last year already. In October 2022 total of 11.000 telephone calls were received which has reduced to 5000 in October this year. Discussed the practice has also gone live with the critical care list for vulnerable groups of patients which makes it easier for these that are clinically vulnerable to be prioritised in the telephone queue. This list is actively updated and monitored frequently by the management team. PPG queried the time taken for calls to be answered and the surgery explained we can investigate fully how long patients have been waiting for calls to be answered individually if required and have encouraged examples to be shared. It has been noted that 80% of telephone calls received are answered by reception staff which has significantly increased from last year. Family and Friends survey data shows a current average of 70% of patients satisfied and would recommend services to others.

6.0 Current Surgery Initiatives (Health and Social care board information)

There is currently a new strategy being rolled out in the country and Central Beds has been split into 4. Surgery practices and local councils and mental care services will be working together to identify Mental, Social and health areas that require help and resource to improve. The surgery is currently working with other practices locally on delivering health and social care including areas such as Flitwick, Ampthill and Woburn Sands. The practice is working towards monitoring long term conditions that have been identified as high risk and need prioritization in our area such as COPD, Severe Mental health illness, severe learning disabilities and identifying hidden carers such as those under 16 and those vulnerable. The practice is already working on this and will update with statistics in the next meeting.

7.0 PPG Feedback to Surgery

7.1 We were asked to raise the following points

7.1.1 Would it be possible for the surgery to consider giving more consideration to patients, mainly patients who have a mental disability, who are unable to visit a walk in centre when the GP has no appointments available.

Action is already being taken to help identify vulnerable people and ensure access as mentioned above.

7.1.2 Would it also be possible to be able to book an appointment online? Although there appears to be access for this, each time it's been tried, there have been no appointments available.

Online appointment booking - discussed unfortunately the online booking service is currently unavailable due to the service being misused by patients who have been booking appointments incorrectly. In the future the surgery is looking to set specific clinics for specific appointments only to avoid patients booking in incorrectly such as cervical screening, child immunisations etc. It is up and running for flu and covid seasonal campaigns which has worked well.

7.2 Why close surgery for 3 normal weekdays for vaccinations creating issues for patients requiring Surgery assistance.

The practice decided to trial to open flu and Covid clinic during the week and look at getting a better uptake of appointments booked than last year. Uptake was much higher than last year with this trial. It is likely to be the same next year but the Surgery will still be offering appointments as normal.

8.0 Surgery Feedback to PPG

Proposal from Dr Ismail for PPG to allocate one member who can work alongside one staff member from practice and other PPG group and practices moving forward. PPG to feedback at next meeting.

9.0 Any Other Business

It was noted that the Yearly Public Meeting was now overdue. Options were now being investigated to hopefully arrange for the next meeting to be in Cranfield shortly.

Date of Next Meeting Date of next meeting: 2nd February 2024

Clinical Schedule

Marston	Monday	Tuesday	Wednesday	Thursday	Friday
GPs	Dr Imran Ismail	Dr Imran Ismail	Dr Imran Ismail	Dr Imran Ismail	Dr Gautham Adusumilli
	Dr Gautham Adusumilli	Dr Martins Ngwankwe	Dr Pooja Venugopal	Dr Jasprit Bhamrah	Dr Jasprit Bhamrah
	Dr Pooja Venugopal			Dr Pooja Venugopal	Dr Pooja Venugopal
Clinical Pharmacists	Amir Ismail	Amir Ismail	Amir Ismail	Amir Ismail	Amir Ismail
	Sadaf Ismail	Sadaf Ismail	Sadaf Ismail	Sadaf Ismail	Suhayb Iqbal
	Suhayb Iqbal	Suhayb Iqbal	Suhayb Iqbal	Suhayb Iqbal	
Community Paramedic	Nick Vaughan		Nick Vaughan		Nick Vaughan
Practice Nurses		Jo Whiteway	Jo Whiteway	Sheena Cheeramkulathu	Jo Whiteway
			Sheena Cheeramkulathu		
Healthcare/GP Assistants	Amanda Holmes	Leah Franklin	Fiona Blair	Amanda Holmes	Anna Zajickova
Cranfield	Monday	Tuesday	Wednesday	Thursday	Friday
GPs	Dr Martins Ngwankwe	Dr Gautham Adusumilli	Dr Godfrey Emiku	Dr Gautham Adusumilli	Dr Godfrey Emiku
Community Paramedic		Nick Vaughan		Nick Vaughan	
Practice Nurses	Sheena Cheeramkulathu				Sheena Cheeramkulathu
Healthcare/GP Assistants	Fiona Blair	Anna Zajickova	Leah Franklin	Leah Franklin	
	Leah Franklin	Amanda Holmes		Fiona Blair	
Midwife				Community Midwife	
MSK Physiotherapists			Byju Binoy		
			Usman Khan		