



Cranfield and Marston Patient Participation Group

Attached to Marston Forest Health Care

Meeting held 2nd February 2024

Meeting Purpose: Quarterly PPG catch-up and feedback.

Attendees:

Representing the Surgery: **Dr Imran Ismail** - Head of Practice, **Charlotte Rose** -Sites Co-ordinator and **Anna Zajickova** -Operations and Transformation Manager alongside Charlotte (Taking minutes).

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

Agenda:

1.0 Introductions

After introductions the meeting proceeded.

2.0 Apologies for absence

Apologies from PPG - Pamela Francis.

3.0 Update / Action Items from Previous Meeting

There were no matters as such left over from the last meeting but .

4.0 Staffing Level

4.1 Doctors:

Discussed the practice now has 6 whole time equivalent GP's, 2 full time GP's, 3 part time GP's, 1 locum who is currently covering maternity leave and 2 GP trainees due to start 7th 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 also Pharmacists, minor illness, advanced clinical practitioner, community paramedic, two healthcare assistants covering both sites and GP assistant as well as a second GP assistant is still to be recruited.

5.0 Statistics

5.1 GP Appointments per 1000 patients

GP appointments per 1000 patients 49,500 total appointments in 2023 - overall increase by 1300 appointments

5.2 % Appointments Face to Face

96% Appointments are F2F - ICB average is 44%

5.3 Number of Appointments Missed

These figures will be published shortly

5.4 % Appointments Missed

6% of Appointments missed - ICB average is 5% - Clinicians normally call patients when appointments are missed and text message is also sent to inform

5.5 Average time for hospital correspondence to be acted on.

Demand from hospital has increased with the consultants not prescribing medicines therefore the turnaround times of acting on letter is higher. Hospital often do not take safety into account. If patient calls as medication has run low following hospital appointment and we have letter but it has not been summarised yet, it can be added for the GP to amend the prescriptions prior to summarising.

5.6 Number of Appointments Missed

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

Planning to introduce new total triage system called Anima with new way of booking appointments with potential live date second week of March and also replace Doctrin where one of the main issues was the inability of others to book on patients behalf which the new platform has. Communication to PPG and patients to be delivered once established live date.

7.0 PPG Feedback to Surgery from Public meeting

7.1 What age group can use the 8am Emergency calls to Surgery

Emergency calls to surgery between 8 and 8:30 for urgent and unscheduled care only where clinicians decide if patients need to be seen. It is not age restricted and not a reception lead triage.

7.2 Doctrine response times

Average response time on Doctrin given. 4 working days is the average, however this can vary depending on staffing levels and what clinics are running, for example winter pressures and flu clinics.

7.3 Doctors full / part time / locum

Covered Above in section 4

7.4 Defibrillators. Whose responsibility are they, where are they.

The surgery is not responsible for community defibrillators - either 999/council.

7.5 Surgery policy for when Hospital/Consultant referral are made and what choices are offered

Referrals are usually offered to patient during their appointment they are able to choose preferred hospital and/or consultant if they wish. However if a referral is made and the patient is unhappy with the choice which has been made it can still be changed if requested by the patient.

Date of Next Meeting **Date of next meeting: 3rd May 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		