



Cranfield and Marston Patient Participation Group

Attached to Marston Forest Health Care

Meeting held 3rd May 2024

Meeting Purpose: Quarterly PPG catch-up and feedback.

Attendees:

Representing the Surgery: **Charlotte Rose** and **Anna Zajickova** -Operations and Transformation Managers & **Dr Gautham Adusumilli**. **Anna Zajickova** (Taking minutes). **Dr Gautham Adusumilli** joined today's meeting to give update on how Anima works

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

Agenda:

1.0 Introductions

After introductions the meeting proceeded.

2.0 Apologies for absence

Apologies from PPG - Ted Pilgrim & Delise Ball.

3.0 Update / Action Items from Previous Meeting

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

4.0 Staffing Level

4.1 Doctors:

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.

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, healthcare assistant covering both sites and GP assistant as well as a second GP assistant is still to be recruited.

5.0 Appointment Statistics

5.1 Surgery Appointments

Appointment capacity has increased since the practice started using total triage system Anima by approximately 550 appointments per month with 91% patients seen within 14 days and 50% patients seen on the same day.

5.2 Appointments Missed

The number of missed appointments has decreased to 4% & the surgery has seen decrease in the overall use of 111, reports that come to the surgery daily.

5.3 Appointments Capacity

Appointment capacity has also increased as we can now book appointments with local pharmacy for minor illness issues (leaflets given out).

5.4 Surgery Calls received.

The number of calls received has decreased which means more calls had been answered by the reception team.

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

Our GP Assistant Leah is currently working closely with the Alzheimer's society and Blakelands Lodge Care Home on introducing New Dementia Café that will give individuals living with Dementia or Alzheimer's and those caring for them a safe space to spend some time together and receive support.

The first meeting will take place on 28th May at 13:30 with a guest speaker Maggie Martin. Thereafter these meetings will be held last Tuesday of each month 13:30-15:30

7.0 PPG Feedback to Surgery

PPG raised issues regarding feedback received through social media and Parish council. The possible issues were discussed. PPG felt that communication from the surgery had not been sufficient regarding Anima. The practice took on feedback which is always appreciated.

8.0 Surgery Feedback to PPG

8.1 Appointment booking times

Reception team is available to answer calls from 08:00 until 18:30 and Anima the online triage opens at 07:45. There are about 100 slots but some are kept back for telephone calls.

8.2 Anima Triage slots.

Generally, all Anima slots are dealt with before the end of each day.

8.3 Surgery Training Closures

Are shared on the website, normally known year in advance but due to some issues ICB is having with trainers the training dates yet not been released. The practice will share the dates with PPG & on the website once known.

We now have the closure list and it is attached to the end of these minutes.

9.0 Communications & working with Local Parish Councils

Healthwatch Central Beds PPG survey are undertaking to develop PPGs across BLMK, this email is being sent to all Practice Managers emailers and PPG chairs with information to share with patients, PPG members and staff. The notice is attached to the end of the minutes

10.0 Covid vaccinations - Spring booster -

Care homes and housebound patients are on the list to be vaccinated first & depending on the number of vaccines left the next group of patients will be invited if eligible. The surgery received an information from the local pharmacy that the uptake of Covid spring boosted has been very poor. Communication will be sent out once known.

Date of Next Meeting **Date of next meeting: 2nd August 2024**

Current Clinical Schedule

Marston	Monday	Tuesday	Wednesday	Thursday	Friday
GPs	Dr Imran Ismail	Dr Imran Ismail	Dr Imran Ismail	Dr Gautham Adusumilli	Dr Gautham Adusumilli
	Dr Gautham Adusumilli	Dr Martins Newankwe	Dr Gautham Adusumilli (AM)	Dr Jasprit Bhamrah	Dr Jasprit Bhamrah
	Dr Hadi Bikbachi		Dr Jasprit Bhamrah (PM)	Dr Hadi Bikbachi	Dr Hadi Bikbachi
	Dr Israa Khater			Dr Israa Khater	Dr Israa Khater
Clinical Pharmacists	Amir Ismail	Amir Ismail	Amir Ismail		Amir Ismail
	Sadaf Ismail	Sadaf Ismail	Sadaf Ismail		Suhayb Iqbal
	Suhayb Iqbal	Suhayb Iqbal	Suhayb Iqbal	Suhayb Iqbal	
Community Paramedic			Nick Vaughan		
Practice Nurses		Jo Whiteway	Jo Whiteway	Sheena Cheeramkulathu	Jo Whiteway
			Sheena Cheeramkulathu		
Healthcare/GP Assistants	Leah Franklin	Leah Franklin	Fiona Blair		

Cranfield	Monday	Tuesday	Wednesday	Thursday	Friday
GPs	Dr Martins Newankwe	Dr Gautham Adusumilli	Dr Godfrey Emiku	Dr Ismail	
Community Paramedic	Nick Vaughan	Nick Vaughan		Nick Vaughan	Nick Vaughan
Practice Nurses	Sheena Cheeramkulathu	Sheena Cheeramkulathu			
Healthcare/GP Assistants	Fiona Blair	Fiona Blair	Leah Franklin	Leah Franklin Fiona Blair	
Midwife				Community Midwife	
MSK Physiotherapists			Byju Binoy Usman Khan		

Surgery Closure Days for staff training

DATE	DAY
22/05/2024	Wednesday
19/06/2024	Wednesday
17/07/2024	Wednesday
19/09/2024	Thursday
24/10/2024	Thursday
20/11/2024	Wednesday
22/01/2025	Wednesday
19/02/2024	Wednesday
19/03/2025	Wednesday

Healthwatch Just Ask Meetings for 2024

Healthwatch Central Bedfordshire

JUST ASK...

Talk to us, we are listening



Healthwatch Central Bedfordshire will be visiting an area near you to provide information, advice and guidance about **local social care, health, housing and additional services**. We will be joined by our partner organisations and local voluntary groups.

Please come along to find out more about the services available in your local area.

DATE	JUST ASK 2024	TIME
Friday 19th April	Asda, DUNSTABLE	9am-1.30pm
Tuesday 14th May	Market Square, LEIGHTON BUZZARD	9am-1.30pm
Tuesday 11th June	Market Square, BIGGLESWADE	9am-1.30pm
Friday 19th July	Flitwick Village Hall, Dunstable Road, FLITWICK	9am-1.30pm
Thursday 8th August	High Street, SHEFFORD	9am-1.30pm
Friday 6th September	Morrison's, HOUGHTON REGIS	9am-1.30pm

Contact Alison Newnham or Beverley Copestake for more information

Email: info@healthwatch-centralbedfordshire.org.uk

Tel: 0300 303 8554

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Healthwatch Survey for Surgery Patients



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**Patient
Participation
Group**

Please take our survey

to understand what you know about your
PPG at your GP practice

Please scan, or click on the QR
code to take you to our survey



If you are unable to scan the this is the link that will take you
to the survey: https://www.smartsurvey.co.uk/s/PPG_Patients/

Healthwatch Survey for Surgery Staff and PPG



The poster features a green background. In the top left, there is a circular illustration with a pink border showing four diverse people: a man in a blue shirt, a woman in a yellow top, a man in a brown jacket, and a woman in a black hijab. In the top right, the 'healthwatch Central Bedfordshire' logo is displayed. The main title 'Patient Participation Group' is written in large, bold letters, with 'Patient' in white, 'Participation' in pink, and 'Group' in white. Below this, the text 'Please take our survey' is written in a large, dark blue font, followed by 'so that we can better understand how your PPG works' in a smaller, dark blue font. At the bottom right, there is a QR code and a small text prompt: 'Please scan, or click on the QR code to take you to our survey'.

healthwatch
Central Bedfordshire

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