



Cranfield and Marston Patient Participation Group

Attached to Marston Forest Health Care

Meeting held 2nd August 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** and **Nishil Shah** Pharmacist. **Dr Gautham Adusumilli** joined today's meeting to give update on how Anima and **Nishil Shah** on the Pharmacy First service

Representing the PPG: **Bill Garner** - PPG chair, **Ted Pilgrim** & **Jean Buchanan**.

Agenda:

1.0 Introductions

After introductions the meeting proceeded.

2.0 Apologies for absence

Apologies from PPG - **Jilly Bozdogan**, **Pamela Francis** & **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 Sick leave and 3 GP trainees who joined in this month.

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

Anima opens online at 7.45am or alternatively patients can phone at 8am for their request to be submitted on their behalf by the admin team. Anima then stays open until the practice safe capacity is reached for the day. On average, the practice receives 77 cases per day. Most of those cases are closed on the same day.

5.2 Appointments Missed

Since we introduced Anima, DNA rates have decreased by over 50% for GPs and Minor illness clinicians. (see details on separate sheets below)

5.3 Friends & Family feedback

Since Anima, we have noticed increase in likely to recommend from 63% to 74%. (see details on separate sheets below)

5.4 Surgery Calls received.

The practice has been able to answer 96% of calls. (see details on separate sheets below)

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

New surgery - building now complete. No additional staff will be needed with new Cranfield surgery -Information will be shared with patients once negotiations are completed and information will also be shared with patients from the ICB.

Dementia café - Plan to increase scope - Citizen's advice Bureau have been invited to attend. Surgery planning to discuss with local schools about whether children can attend to interact with the residents. Open to all the community, including those who may be lonely or isolated.

Vaccination programmes for RSV, Flu & Covid: to begin in October - more information to follow

Anima - The practice is looking into ways in which we can allow Anima being able to open for longer and also allow self-booking appointments

Pharmacy First - is a new scheme from the Government and NHS in England. It allows patients to get treatment, including prescription medications where necessary, for common conditions without the need for a GP appointment. The Pharmacy First scheme allows pharmacists and chemists to prescribe specific medication for common ailments and illnesses without the need to visit a doctor. These ailments include a sore throat, sinusitis, impetigo, an infected insect bite, shingles, and un-complex UTIs in women. This service is available both in Cranfield & Marston pharmacy's.

7.0 PPG Feedback to Surgery

No negative feedback on social media or with regards to Anima at present

8.0 Surgery Feedback to PPG & Patients

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.

8.2 Appointment for Practice nurses and Healthcare Assistants

Where possible appointments with Practice nurses and Healthcare Assistants should be booked by calling the surgery rather than through Anima.

8.3 Repeat Prescription Procedure

Please do not request Repeat Prescriptions through Anima, they should be requested as previously done through SystmOnline (<https://systmonline.tpp-uk.com/>), the NHS App, email or by dropping paper request to the surgery.

Using Anima for repeat prescriptions reduces the total number of slots available for patients with real health issues, please only use Anima for medical / Health issues.

We would also encourage and recommend patients to use other services such as Pharmacy First for minor illness & extended access appointments.

8.4 Anima Triage slots.

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

8.5 Surgery Training Closures

A list with dates are shown on a sheet below but the next is: Thursday 13th September 2024

Date of Next Meeting **to be confirmed**

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 Ore Ogunrinde	Dr Ali Ara	Dr Jasprit Bhamrah	Dr Jasprit Bhamrah
	Dr Kearns (GP trainee)	Dr Ali Ara	Dr Collins (GP trainee)	Dr Kearns (GP trainee)	Dr Kearns (GP trainee)
	Dr Collins (GP trainee)			Dr Vijayraghavan (GP trainee)	Dr Vijayraghavan (GP trainee)
	Dr Vijayraghavan (GP trainee)				
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		Sheena Cheeramkulathu	Jo Whiteway
			Jo Whiteway		
			Sheena Cheeramkulathu		
Healthcare/GP Assistants	Leah Franklin	Leah Franklin	Fiona Blair		

Cranfield	Monday	Tuesday	Wednesday	Thursday	Friday
GPs	Dr Ali Ara	Dr Gautham Adusumilli	Dr Ore Ogunrinde	Dr Ismail	Dr Jasprit Bhamrah
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		
Community Mental Health					Penny Allen

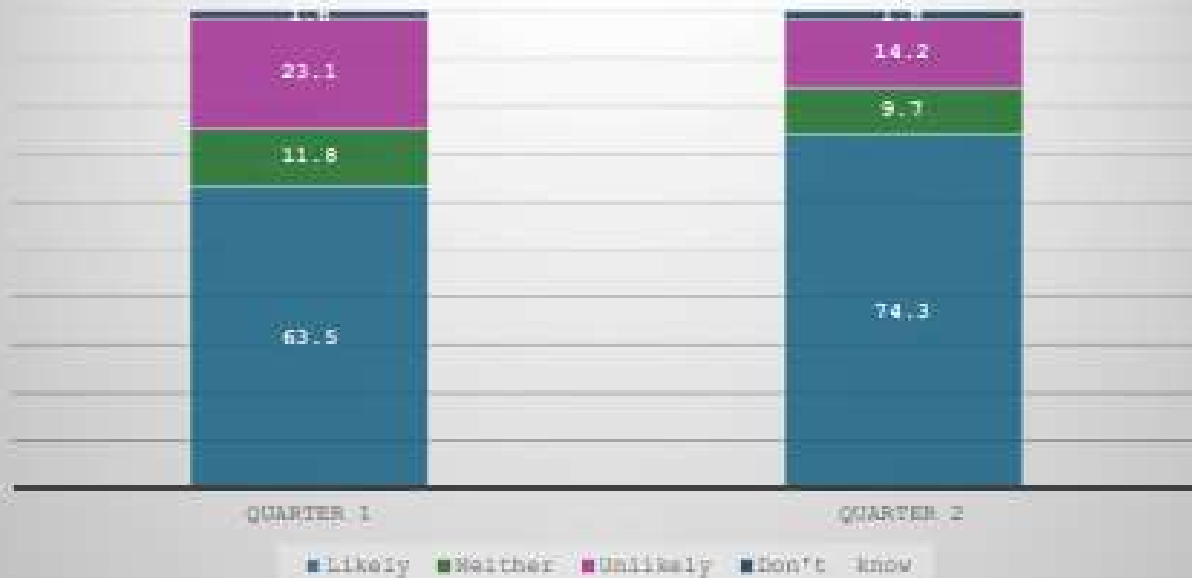
Surgery Closure Days for staff training

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

Did Not Attend Appointment Data



Friend and Family Test Results



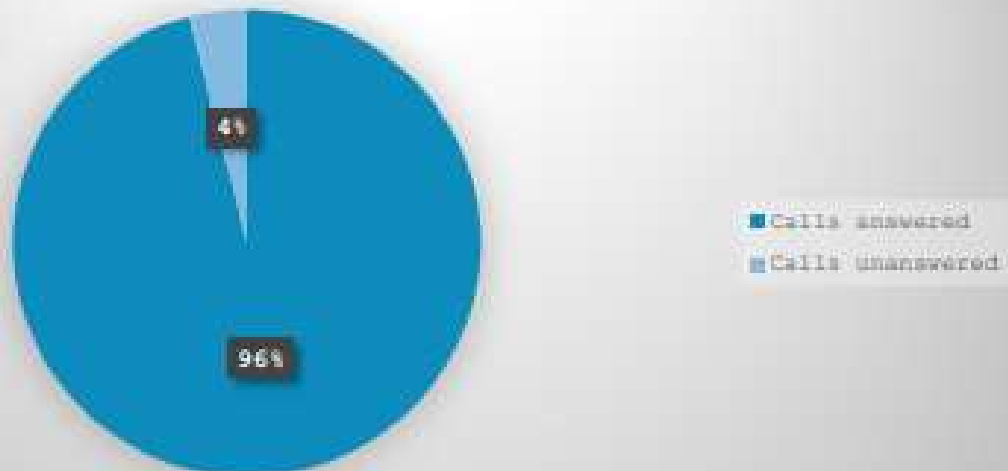
Calls received April 2024 - 4010



Calls received May 2024 - 4191



Calls received June 2024 - 3931





Marston Forest Healthcare

Did Not Attend Appointment Data



There has been a **decrease** in the number of appointments not attended from the first quarter to the second quarter of the year

GP – **50.8%** decrease

ANP – **51.4%** decrease

Nurse/HCA – **24.7%** decrease

Anima

There are now over 5600 patients signed up to Anima, this is approximately **54%** of our total patient list.

There is now a callback function when phoning the surgery. Rather than waiting in the queue, you can press 5 and this requests that the surgery call you back. You will then receive a callback within an hour.

In February 2024 we were able to give approximately 331 appointments per week with the GP and Minor Illness clinicians, since Anima we have **increased this by 16%** to 385.

Respiratory Syncytial Virus (RSV) is a common respiratory virus that can cause serious lung infections. Complications are increased in older adults and in neonates and small babies.

The NHS are introducing 2 new vaccination programmes for older adults (75-79) and those women who are 28 or more weeks pregnant.

Details of the dates for RSV, flu and Covid vaccinations will be shared once confirmed.



The Dementia Café at Blakelands Lodge Care Home is not only open to those with dementia or carers of those with dementia, but also to anyone who may be feeling isolated or lonely.

It is a place that provides members of our community with a safe and friendly environment to connect and reflect as well as have fun together.