



Cranfield and Marston Patient Participation Group

Attached to Marston Forest Health Care

Meeting held 20th April 2023

Meeting Purpose: Quarterly PPG catch-up and feedback.

Attendees: Representing the Surgery: **Lisa Marotta** (Surgery Manager) & **Chloe Raymond** (Deputy Surgery Manager also (taking the minutes)) and for the PPG: **Bill Garner** (PPG Chair), **Jilly Bozdogan** (PPG Deputy Chair), **Jean Buchanan**, **Pamela Francis** & an apology from **Ted Pilbeam** (Marston Parish Council).

Meeting Location: Marston Surgery

Meeting Cancellation

The Practice apologised for short notice cancellation of meeting from last week it was due to reasons beyond their control.

Hospital Letter Processing

The PPG wanted to raise a question in relation to the process when hospital letters are received from consultants that require GP action. It was asked why it appears to take up an appointment slot as this is what we had heard previously. The Surgery clarified that all GPs have protected allocated time to complete hospital letters and make any changes or actions required which does not use an appointment. The only time it evolves into an appointment, is if the GP requires further information from the patient and books a routine telephone or face-to-face discussion with the patient prior to any actions taking place from the hospital letter.

Healthwatch

It was confirmed that Healthwatch have been to the practice and it was confirmed that the PPG have seen the Healthwatch report as well as the practice response. There were several questions raised from the member of the parish council who was unable to be present at the meeting, which the Chair of the PPG presented on his behalf.

Phone System

Healthwatch report stated the practice had an inadequate telephone system and there was an inability to book appointments via the telephone. The Surgery confirmed that the surgery has signed on the dotted line with a new telephony provider and we now waiting for a project manager to assist in setting up the process. The Surgery advised that the new telephony provider is specifically targeting GP primary care sector and has many functionalities that are both beneficial to the practice as well as our patients. One of the many functionalities is that there will be no telephone queue and can hold an unlimited number of patients waiting as well as the ability to hold your place in the queue, so you don't have to constantly hold the phone to your ear whilst you are waiting for your call to be answered. There are many more functionalities that this telephone provider can offer which will be shared with all patients when practice go live with new provider.

Staff Attitude & Complaints

Another question raised was in relation to impolite staff and what the complaints procedure is for the practice. The Surgery questioned as to why this keeps on being raised at PPG meetings as the complaint's procedure is discussed each time and hasn't changed. The complaints policy and procedure are displayed on notice boards at both Marston and Cranfield sites as well as on their website. Patients are more than welcome to also call and ask an administrator "What the process is? should they need anything clarifying or help in completing a complaint.

The Surgery confirmed that internal staff training has taken place since the last PPG meeting. It was agreed this is well publicised but we still find a lot of people will write on the Facebook groups and PPG members are encouraging patients to get in contact with the practice directly should they have any specific concerns. The Surgery confirmed all telephone calls are recorded for training and monitoring purposes. The practice can use these telephone call recordings to improve training and on a 1-2-1 staff training level if we have specific examples.

It was also asked why in some cases our administration staff do not give out their names on the telephone. The Surgery confirmed that due to past situations that have occurred in the surgery, it is in the practices' best interests to not give names to protect our staff. The practice has had cases of racism and abuse in the past and so to protect the staff members they do not need to give their name should they feel uncomfortable to do so. It is up to the staff member if they wish to give their name on the phone or not. However, if there was to be a complaint that involved a particular member of staff, we know where each staff member is on a particular day, and we can deal with that individual internally. As all calls are recorded and we know where staff are daily issues can be easily traced.

Appointments (Doctor Choice)

It was confirmed by the practice that patients are given the choice to see a male or female GP depending on their presenting concerns if there are both male and female GPs onsite on that day. Patients are reminded that they can pre-book their appointments with their preferred choice of clinician currently up to two weeks in advance for continuity of care. Should a patient wish to see a female GP regarding an intimate issue, for example, but only a male GP is available, patient can request for a chaperone to be present for the duration of the consultation. Chaperone policy is displayed already on notice boards and on the practice website.

Surgery / PPG Relationship

It was agreed that the relationship between the PPG and the Surgery is improving and beginning to build a positive relationship. The Parish Council also wished to raise a question regarding the terms of reference being completed. Practice confirmed that this was agreed in 2022 with the PPG and has already been shared with the PPG members. Other PPG members present also confirmed this. The Chair agreed to forward a copy to the Parish Council member.

Appointment Bookings

It was discussed and confirmed that should a patient be unsuccessful in booking a same day appointment via the telephone, alternative avenues in seeking advice from the most appropriate clinician is always given by the administration team. These include completing an online consultation via our website on Doctrin, booking an appointment via the extended access service, calling the NHS 111 service, or visiting one of the local walk-in clinics (Putnoe Medical Centre or MK Urgent Care).

Patients are currently unable to book an appointment via the surgery website, however, the surgery are fulfilling the contract to 'book' an online appointment by using the Online Consultation platform. Patients are encouraged to complete a questionnaire in relation to their presenting problem for a GP response within 3-5 working days. This may result in a telephone consultation or a face-to-face consultation with a GP depending on the nature of the problem. Since go live of Doctrin in November 2022 to the end of March 2023, the surgery confirmed that there has been a 25% reduction in the telephone burden.

Appointment Data

Appointment data has been shared previously for the months of October - December 2022. The external GP data is yet to be released for January to March 2023, however, The Surgery confirmed that this is due to be released end of April 2023. Practice will share with PPG as soon as possible. Practice aim is to share this information with the PPG ongoing each quarter after which it will be published on the local Facebook pages.

Contact Updates

It was asked what the process is if patients wish to update their preferred contact details. The Surgery confirmed this can be done via SystemOnline, email or telephone. The PPG to share electronic link with practice for information guides on advice on how to help those in the community that are unable to use digital technology as this will be beneficial for all as education.

Next Meeting

Next PPG meeting scheduled for Wednesday 26th July, 12pm at Marston Surgery.