



Marston Forest Healthcare

Minutes of Meeting between Lisa Marotta, Practice Manager and Bill Garner, Deputy PPG
Chair

Monday 01 November 2021

Lisa Marotta and Bill Garner met for an informal discussion regarding the Patient Participation Group (PPG) for Marston Forest Healthcare.

Current issues concerning Cranfield Surgery site, Cranfield residents, general surgery updates and communications between both the Practice and the PPG. Lisa Marotta expressed her feelings that the current model of the PPG is not working, and a restructure of the PPG would be in the interest of both parties. Lisa and Bill both agreed and would propose that patients from both villages of Cranfield and Marston, and varied age groups should be considered as part of the steering group for the PPG. Lisa and Bill agreed that it would be more proactive to have 4 meetings per year, with a maximum of 4 members attending from each of the PPG and the surgery.

Lisa and Bill discussed clinical staff at the Practice. Lisa confirmed that there are 7 GPs in total, working various sessions, and Lisa clarified that 2 Clinical Pharmacists have joined the Practice clinical staff recently. Bill advised Lisa that this information was not relayed to the members of the PPG, to which Lisa apologised. From this, Lisa and Bill both accepted that communication had not been great. Lisa expressed to Bill that there was no acknowledgement from the PPG Chair or the Deputy Chair when Lisa had asked for information to be shared. Lisa advised Bill that there was only communication received when the PPG Chair did not accept timing of information given or agree to sharing information being asked of them. It was agreed that both Lisa and Bill will communicate more affectively, and Bill will acknowledge emails sent to the PPG once the information has been shared.

The PPG as a whole was discussed, and it was proposed between Lisa and Bill that a restructure would be in the interest of the PPG and the surgery to start again afresh. Lisa advised Bill that the Terms of Reference and Constitution were out of date. Lisa and Bill proposed that the agenda of the first meeting should be to discuss the restructure of the PPG alone.

Cranfield site issue was addressed. Lisa explained to Bill that although we have increased our clinical staff, the Practice is currently in the process of recruiting non-clinical staff. Once the Practice have an established team, Cranfield will become operational.

Bill raised the concern of access to the surgery. Lisa clarified with Bill that this is concern is being addressed at the Practice and any updates will be shared with the PPG. The current telephone system was discussed. Lisa clarified with Bill that the surgery is looking at alternative telephone providers, however, this will take time. Further updates will be shared with the PPG when these become available.

Action Points

LM to share Constitution

LM & BG to agree a date for first meeting/LM to liaise with surgery staff

BG to share details of meeting held today.