



Cranfield and Marston Patient Participation Group

Attached to Marston Forest Health Care

Meeting held 26th July 2023

Meeting Purpose: Quarterly PPG catch-up and feedback.

Attendees:

Representing the Surgery: **Chloe Raymond** - Operations & Transformation Manager and **Charlotte Rose** - minutes

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

Meeting Location: Marston Surgery

Agenda Items

1. Doctrin
2. Service stats (how they work)
3. Blood tests (Bedford Hospital)
4. Blood pressure tests
5. Any other business
6. Next Meeting

1. Doctrin

PPG members enquired as to why Doctrin was having to close on occasion. Chloe explained that the time that it was first closed was to allow the surgery to catch up on cases following the 3 bank holidays. The most recent closure was due to staff sickness, a GP going on maternity leave and annual leave. It was felt that it was appropriate to close the platform rather than allow the cases to build up and patients not getting contacted for more than a week. There continued to be other ways to access GP services during this period.

Chloe explained that the feedback regarding Doctrin has been very good, and it appears to be working successfully.

2. Service Statistics

Chloe explained that the statistics that are shared are extracted from our system by an external national service within the NHS. They are not forwarded by the surgery. The figures are based on the appointments on the system which are automatically read coded. The figures have improved because of significant changes to the offered appointments.

Ted suggested that it may be beneficial to give a clearer explanation of how the figures are obtained, and that perhaps it might be easier for the public to understand if less statistics are given with a clear explanation.

The next quarters figures will be available shortly and will be circulated by the Surgery & PPG as normal.

3. Blood tests (Bedford Hospital)

Bill stated that it was not made clear to him that he needed to make an appointment for a blood test at Bedford Hospital, and that you can't just turn up. He wanted to ensure that when patients are told they need to go to Bedford for their blood test, that they must make an appointment unless it is an urgent test.

Chloe explained that there are leaflets in reception that have this information on them, and that there is a standard SMS that should be sent to the patient which also includes this information.

PPG to put a post out to inform patients of this information.

4. Blood pressure tests

Bill asked why patients are expected to buy blood pressure machines. Chloe explained that should home blood pressure recordings be required, the surgery has a supply of machines that can be borrowed. Alternatively, there is a blood pressure machine in the reception of Marston Surgery that patients can use.

PPG to put out a post to inform patients that these services are available.

5. Any other business

- New PPG registration request received at Surgery, passed to Bill for review and contact.
- The PPG asked about whether Dr Ismail would attend any future PPG meetings as the senior practice member, they felt that this is something he should do perhaps annually. Chloe assured the members that she fed back everything from the meetings to Dr Ismail, but she would certainly speak to him to arrange for him to attend the next meeting.
- The PPG have public meetings at least once a year. The last meeting venue was paid for by another member of the PPG as the previous free venue used is no longer available, however the PPG have enquired whether the surgery would be able to assist with this now. Either by providing the venue or helping to find an alternative. Last meeting was in Marston, therefore next one should ideally be Cranfield. Chloe to speak to Dr Ismail.
- **Change in management.** Chloe is now senior manager since Lisa left the practice, she explained that the change of management had not impacted on patient care in any way. Bill felt that the PPG should have at least been informed of change privately as a matter of courtesy. Partly as the change in management impacts on their point of contact. Chloe explained that she had been informed that an email had been sent to the PPG members but it appears no one received it. Discussion held with regards to handling information sharing for private and public matters. Ted suggested an email header to indicate if a private issue not to be shared, or a public matter that can be shared.
- **New phone system.** This is in the very final stages now and should be all signed off by the end of the week. No confirmed date as to when the new service will start, but PPG will be informed prior to this so that they can share the information with the patients. Chloe explained that on the day of launch there will be a period of approximately one hour when the surgery will be closed for staff training that can only happen once system is in place. PPG will again share this information ahead of time.

Although there will still be a telephone queuing system, however, the new system queue will enable many more patients to enter at any one time as opposed to just 25 moving forward. This should significantly improve patient's experiences of getting into the telephone queue first thing in the morning and should reduce the levels of frustration for patients not being able to speak to an administrator. Ted felt it important to manage patient expectations.

- Jilly discussed that patients do not believe that there are appointments available in advance. Chloe explained that there are appointments available at the surgery up to a couple of weeks in advance, these are for GP and minor illness clinicians. She also explained that there are also the enhanced services appointments available. Jilly felt that the solution ultimately is that more GPs are required.
- **Health Watch report.** Chloe had a meeting with the ICB regarding the Health Watch report recommendations and at this point all actions had already been completed and improvements made.
- **Staffing & Training Practice.** The surgery has been reinstated as a GP training practice. A new GP trainee will be starting next week and another in February. We currently have 2 GP trainers with another GP currently being trained to become one. This will again increase the number of appointments available to patients once GP trainee induction phases have been completed.
- **Future Agendas.** It was requested by Chloe and agreed by the meeting that where possible an agenda would be sent to Chloe 3 days prior to our meetings with the surgery.

Next meeting scheduled for Friday 3rd November 2023 at 12pm