



Cranfield and Marston Patient Participation Group

Attached to Marston Forest Health Care

Meeting held 20th January 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 & Ted Pilbeam (Marston Parish Council).

Meeting Location: Marston Surgery

New attendee: Ted Pilbeam was welcomed to the steering group & meeting today (Ted is a patient of surgery but also a parish councillor).

Ted suggested that he would like to see if there was anything that the council can do to support the surgery and is keen to see where the parish council may be able to assist with communications and/or facilities to help others in the village.

Bill advised that the PPG has been on the surgery's case previously due to issues raised in the community, however, there are some improvements over the recent months. There are still a few concerns out there which are possibly historic but are still being addressed.

Getting the Information published: Bill advised that the PPG use Facebook as their main communication platform and may be good to cascade information via parish council newsletters too to help spread the word. The Marston parish council newsletter is published monthly and the surgery are more than welcome to publish anything using this line of communication. It was suggested that we should see if we could also approach Cranfield and Lidlington Parish Councils to see if they would be willing to help spread information.

Healthwatch Report: Bill highlighted that things have moved on since our last PPG meeting. Lisa confirmed the surgery had a Healthwatch inspection on 4th November to which the surgery only received the report on Friday last week (13th Jan 2023). Surgery are in the process of reviewing the report and provide feedback prior to it being published.

Doctrin: has now been running since 3rd November 2022 and so far so good for those who are able to use it via online access. Lisa confirmed we are currently running at a response time of 2-3 working days. All submitted patient cases are reviewed and the patient will be notified via Doctrin of the clinical outcome. If it is clinically necessary for the patient to be brought in for a face-to-face appointment, this is arranged between the patient and clinician on Doctrin.

Ted asked if people were aware of this platform. Lisa advised all information has been shared on social media via the PPG in late October and start of November to promote this new platform. There are notices on the surgery website as well as posters on noticeboards and in clinical rooms inside both Marston and Cranfield surgeries.

All in agreement that PPG are to re-share the previous social media posts to remind those that this is an access route for those wishing to seek clinical advice.

Although some people may be totally confused by it if not tech savvy due to the way Doctrin takes you through some questionnaires, overall the surgery has had great feedback. Surgery has not gone below 90.9% since go live of 'Would Recommend' scores. Surgery have asked patients to provide any examples of particular questionnaires that are challenging to complete for the surgery to feedback to Doctrin directly for possible support/ease of access. Surgery will also liaise with Doctrin directly to find out if there are step-by-step video guides which can also be shared with patients. Chloe reminded all that Doctrin is not the only access to be able to obtain an appointment. Doctrin is an alternative method for those who have online access and are able to wait up to 3 working days for a clinical response in regards to a routine issue. This also frees up the phone lines for other people to get the opportunity to book an appointment over the phone.

Cranfield Surgery: Bill said that the outside grounds of Cranfield are still not looking great. Lisa reminded Bill that the surgery are trying to liaise with the landlord but not getting any response. Surgery have not heard anymore to date in regards to the new build in Cranfield. Bill advised it's not due to start building until early 2024.

Blood Test Query: Pam raised a question in regards to blood test results and responses from GPs. Surgery confirmed that if blood results are all normal, GPs will not always get back to you as they will prioritise abnormal results.

Hospital Discharge Notes: Bill said that when patients come out of hospital, the hospital will usually say the surgery will look after patients in terms of repeat medications and follow up reviews. After that the patient either doesn't hear from the surgery at all or the patient will ring the surgery if they need something urgently and have to make an appointment. Lisa confirmed that a lot of the time we haven't received the patients' discharge summary from the hospital in a timely manner. This means the surgery are unable to action anything as there is nothing to go by. Patients can provide the surgery with a copy of their discharge letter as the patients will always be sent home with a paper copy in their hands. This is an issue with secondary care in general, not always just Bedford Hospital. There are delays caused by multiple hospitals including Luton and Dunstable and Milton Keynes. Some departments are quicker than others in sending us their discharge letters. All post that is received at the surgery are actioned within a 48 hour turnaround time. It benefits both the surgery and the patient if patients are able to drop a copy off to the surgery so we have it on the system straight away. However, if the surgery don't receive the discharge summary, this makes it difficult to action anything in good time. Chloe also confirmed that this is the same for private hospitals, not just NHS hospitals.

Cranfield surgery: It was confirmed that Cranfield surgery has been fully operational since August 2022, running all services across both sites since this time. This was also covered in the last PPG meeting.

Prescriptions: A question was raised about prescriptions being actioned across both sites. Both prescription boxes at both Cranfield and Marston sites are emptied at multiple times throughout the day Monday to Friday. Patients are also encouraged to request their repeat medication online via SystmOnline as this enables them to not only request it, but also track it to check when it has been issued and sent to patients' preferred chemist. Lisa reminded all that patients should be allowing 7 working days for all prescriptions to be put in and issued. Each individual case is different as some patients may require a medication review before the next issue. Patients are to contact the surgery directly should they have any concerns with their repeat medication requests. The ownership is

on the patient to check with the pharmacy if they have their prescription before going to collect.

Phone System: Ted asked if there was a new phone system. Lisa highlighted that the phone system is not the issue, it is in fact patient demand that's causing the queues and length of time waiting for the call to be answered. This was discussed in the last PPG meeting. Hopefully with the launch of Doctrin, the telephone line demand should continue to reduce. As well as this, the automated greeting message has been amended on the phone system which should hopefully enable people to get into the queue a little bit quicker.

Practice Staffing: Bill asked if the surgery staffing levels have changed since the last PPG meeting. The surgery have taken on another two GPs since November 2022 and a third GP this week. The surgery workforce in general across both clinical and non-clinical has significantly grown in the last six months.

Next meeting scheduled for Thursday 13th April 2023 @ Midday.