



## Cranfield and Marston Patient Participation Group

Attached to Marston Forest Health Care

Meeting held on 27<sup>th</sup> July 2022 @ 1pm

**Attendees:** Bill Garner, Lisa Marotta and Chloe Raymond

**Location:** Marston Surgery

### Topics:

#### Minor Surgery

A question was asked as to whether the surgery are still carrying out minor surgery to which LM confirmed that we are. Patients will have a consultation with a GP in the first instance with a view for the minor surgery to be arranged if deemed appropriate following on from the consultation.

#### Staffing

The PPG has requested a summary of what the surgery appointment capacity looks like daily. LM confirmed we will get back to BG in relation to this with figures. LM advised the surgery are in the process of moving towards an online platform due to go live in the near future. This will free up the telephone lines for those who do not have access to online services. This will also enable patients to gain greater access to the surgery and the appropriate clinician, depending on their concerns. LM to feedback to BG in regards to plans of a 'how to' guide on the new online platform when this is introduced.

#### Medication

Patients are querying why they are now only able to order a maximum of 28 days supply of their medications. LM advised this has been the process for the last two years in line with the pharmaceutical guidelines. LM to send BG the link to support this. BG advised patients are incurring additional costs due to having to order every month. LM advised that patients have the option of subscribing to the medication cost plan to save money if they have 2 or more medications on their repeat prescription. Pharmacies should be offering this to patients as standard should they need financial support with prescription costs.

#### Cranfield Clinic Dates

No changes since the last meeting in terms of additional clinic dates for cranfield site. We are currently running clinics from there x3 days a week which incl a mixture of GP/Midwife/ANP clinics currently.

#### GPs

The surgery have 2 new GPs starting w/c 1<sup>st</sup> August 2022, with one of these being a trainee GP. This brings our total number of GPs to 6. Other clinical structure has remained unchanged since the last meeting.

### **Flu Campaign**

Invites will be sent to patients upon receipt of the vaccines in the surgery. We are due the first delivery on/around 17<sup>th</sup> October for >65s with a second delivery on/around 26<sup>th</sup> October for >65s and <65s. We will be running x3 Saturday clinics and patients will be advised to book online where possible or to call in the afternoon after 2pm to book should they not have access to online services. As a surgery, we will not be administering COVID-19 vaccines this year. For patients to get their COVID-19 boosters, this will be the same process as last year by calling 119 and book the appointment at a local vaccine centre.

### **Next Meeting**

The next PPG steering group meeting with the Surgery is scheduled for Wednesday 5<sup>th</sup> October at 1pm at Marston Forest Healthcare.