



Cranfield and Marston Patient Participation Group

Attached to Marston Forest Health Care

Meeting held 28.04.2022 @ 11:00

Attendees

PPG Deputy Chair: Bill Garner, Practice Manager: Lisa Marotta & Deputy Practice Manager: Chloe Raymond.

Location: Marston Forest Healthcare

PPG Constitution

Bill + Lisa discussed the new constitution and agreed to small amendments which Lisa updated the document. Bill then reviewed the document making a few further alterations. This has now been accepted by the surgery and circulated to the steering.

Concerns raised by PPG

- Parish council have raised a complaint with Healthwatch which Bill was made aware of w/c 18/04/22. Marston residents discussing it on Facebook with concerns around the surgery telephone system as well as no communication coming from the surgery regarding any updates.
- When a patient is discharged from hospital, most of these patients will require further medication following on from discharge. Patients have contacted us to book a review with the GP but then told to ring the next day as no appointments. This then results in patients going without medication for 3-4 days. Bill mentions one of these examples is from personal experience. Lisa reminded Bill that this meeting isn't the correct platform to discuss that sort of thing as PPG meetings should relate to generic concerns/enquiries. Bill stated that he agreed but was demonstrating the fact that contacting the surgery was at times very difficult.

In response to concerns, Lisa advised that patients should be reminded to contact the surgery directly by the methods available to them to discuss any concerns or have any queries. All patients are listened to and if we can't deal with the query there and then, administration team will find out the answer and call patient back to update directly. Our calls are also recorded for monitoring and training purposes. These are reviewed for any improvements to be made in the future. Our clinical administration staff have been reminded to take ownership of any query that comes through to them and ensure it is followed through.

Lisa also pointed out that there were a number of ways to contact the Surgery, including email. Bill commented that while this may be possible the email address wasn't mentioned on the website.

Current Status, Developments & Moving Forward

Marston Forest Healthcare are currently undergoing a recruitment drive for both the clinical and administrative teams. We have recently taken on x3 clinical administrators and another 2 are due to start in the next two months. This recruitment drive will continue in line with our capacity and demand. The structure of our surgery was broken down in terms of how many clinical members of staff we have: 4 x GPs, 3 x HCAs, 2 x Practice Nurses, 2 x Clinical Pharmacists, a Mental Health Link Worker and a Physiotherapist. We will also have another GP starting around August22.

If a patient is unable to obtain an appointment with us, various options are given to them over the phone in terms of how to speak to a medical professional in the form of 111, local walk in centres or depending on their issue we can provide them with contact details for the self-referral service for an appropriate external service. Our clinical administration team are trained in offering these options to patients and should they accept, this will then free up more GP appointments within the practice.

Bill highlighted that it seems half of the surgery appears to be working in terms of Marston being fully functional however, Cranfield not. It was agreed that access to the surgery isn't the issue, the surgery telephone system is the problem. As a surgery, we need to establish how many appointments we are safely able to offer in advance. This is currently an ongoing topic internally. Lisa and Dr Ismail have a meeting scheduled for May22 to potentially look at new options that may be available to us.

There has been a significant increase in the demand over the last 18 months from November 2020 to March 2022 which are proven in our telephone statistics during this timeframe. The surgery have around 4-5 members of staff answering the telephones from 8:30am up until 6pm. This can increase up to 6 people throughout the day dependant on shift patterns.

Most surgeries are receiving very similar Google reviews in terms of access to appointments due to the current telephony systems. This proves this is a national issue, not just an issue within Marston area. We deal with all appointment bookings in the mornings whereas some surgeries may have other ideas. Bill highlighted that surgery appointments previously were available at 8.30am and again at 1pm, however, this isn't the case anymore. Calls at 1pm to book an afternoon appointment were just as bad as calls now at 8.30am and that would be twice a day for us to manage as opposed to only once. It didn't work for us as a practice. The surgery are currently reviewing our advance booking availability and updates will follow in due course.

Online booking doesn't seem to be working as these slots are getting abused by patients who would like an appointment with a GP, not a routine medication review. It clearly states on the website what is appropriate for these bookable slots.

Communicating with PPG & Patients

Communication is key and the surgery will provide Bill with updates as and when necessary, of what is going on in the background. PPG will then update people via social media/website etc. These updates will be well circulated across the different residential groups on social media across Marston, Cranfield and Lidlington.