



PPG Open Meeting Minuets

Meeting Date: 04/11/2024

Meeting Time: 19:30

Meeting Venue: Marston Moreteyne Community Centre Meeting Room

1.0 Introductions

Introductions were given and the Chair explained the ground rules for the meeting (attached to the end of these Minuets) and welcomed members of the surgery & staff from McLaren pharmacy in Marston Moretaine.

2.0 Apologies for absence

No apologies for absence

3.0 A Pharmacy First Presentation was given by Nishil from McLaren pharmacy.

McLaren Pharmacy 1st took over in April 2024. It is a collaboration between GP practices, Pharmacies and NHS England. 98% of pharmacies are offering this service though it is estimated a third people are not aware of it. Patients can either self-refer or be referred by the GP Practice or NHS 111 online service.

Currently there are 7 conditions they can treat and offer prescriptions for. They are:

- Sore throat.
- Earache.
- Sinusitis.
- Impetigo.
- Shingles.
- Infected insect bites.
- Uncomplicated urinary tract infections in women.

This is due to be expanded early next year. Patients can have a 15-20 minute consultation including in certain cases an examination.

There is a pathway to refer direct to the GP's. Statistics show that 95% of cases are dealt with by the Pharmacy with only 5% being referred back to the GP'S.



Consultations are transcribed to the GP notes under very strict protocol. 15 appointments a day minimum can be seen by the Pharmacy.

They work in collaboration with the Pharmacy - Cheesemans in Ampthill and patients can be asked to go there. The Pharmacists work across both sites and support each other when the need is greater at either Pharmacy.

4.0 Introduction to PPG / Brief Explanation of PPG and what it's about and the rules

What is the purpose of a Patient Participation Group?

- To give practice staff and patients the opportunity to, where possible, share decision-making in the running of the practice.
- To provide for patients to make positive suggestions about the practice, and be an advocate for patient preferences when appropriate.
- To provide a means for practice staff to inform patients about the reality of running a General Practice.
- Where possible to involve further patients from the wider population, and be an advocate for the practice when appropriate.
- To encourage health education activities within the practice.
- Where appropriate to act as a representative group that can be called upon to influence the local provision of health and social care.

Remember! A PPG has to try and represent a whole practice population, not personal or individual views.

We have no official funding and the Surgery has helped where it can but this meeting was possible because Marston Parish Council gave us this room for free. We hope we can get Cranfield Parish Council to help with the next meeting in Cranfield next year.

5.0 Current overview of the Practice

The practice has recently joined with Flitwick Surgery as part of the Green Vale Primary Care Network to support in the delivery of services to our patients. As such from December 1st, BEDDOC will no longer be covering extended hour care it will be covered by the PCN. Concern was expressed regarding the loss to the access to the Menopause clinic however it was pointed out the both Marston & Flitwick are able to offer Menopause support services within the PCN.



5.1 Statistics

Average number of patient appointment per day is 77

Surgery's open from 8am to 6:30pm (Marston) and 6:00pm (Cranfield)

Currently extended hours appointments are available for emergencies from 6.30pm - 8.30pm in the evenings and 9am to 5pm on Saturdays.

The appointments could be at Flitwick surgery.

The Care homes are covered by a paramedic, pharmacist, and GP where needed.

5.2 Current and projected Staffing levels

There are currently:

- 2 Practice Partner GP's

- 3 Salaried GP's

- 3 Trainee GP's

- 2 Pharmacists

- Physician Associate

- Minor illness clinician

- 2 Practice Nurses

- Midwife

- Physiotherapist

- Healthcare practitioner

- Paramedic

5.3 New Anima system and its impact

Since the introduction of the Anima system the surgery has been able to significantly improve the service its able to offer its patients. This is because patient issues can be more appropriately be identified and sent to the appropriate clinician.

The surgery is now able to offer more appointments and has answered more calls the before Anima started also the '**did not attend**' numbers have decreased.

On average 77 appointments are offered across both sites each day though Mondays are usually significantly higher. 90% of appointments are same day appointments.

Currently 66% of the surgery population are signed up for Anima.



5.4 Vaccination Campaigns

Flu & Covid vaccination clinics have been held at the Surgery, Care Homes and home visits are almost complete.

Once complete the Surgery will hold clinics for the RSV (Respiratory Syncytial Virus) vaccine for over 75's.

5.5 Staff Training

The surgery is closed from 14:30 until 18:30 on these days.

- 22nd January 2025
- 19th February 2025
- 19th March 2025

5.6 Friends & Family Stats 2024

Quarter 1 - January to March 2024

63.5% of patients who completed the survey would recommend the surgery.

Quarter 2 - April to June 2024

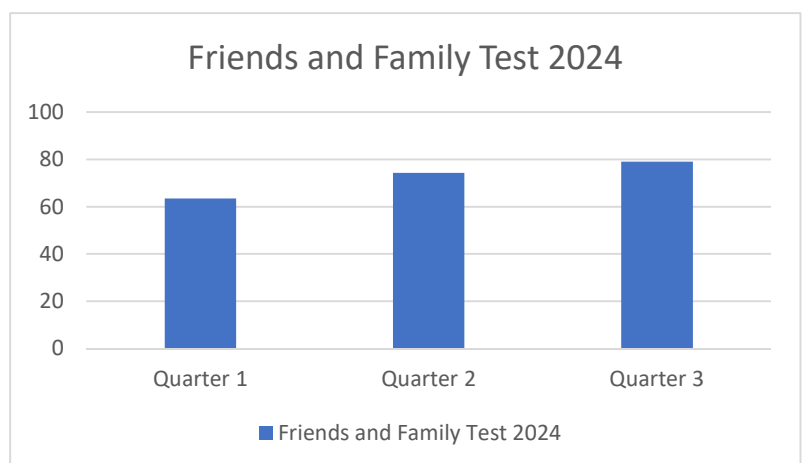
74.3% of patients who completed the survey would recommend the surgery.

Quarter 3 - July to September 2024

79% of patients who completed the survey would recommend the surgery.

Quarter 1 was before Anima was introduced at the surgery.

Quarter's 2 and 3 were after Anima was introduced.



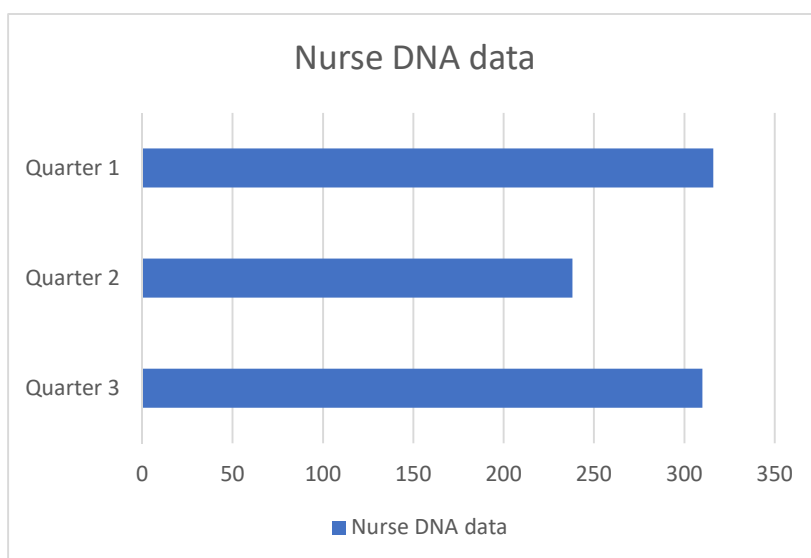
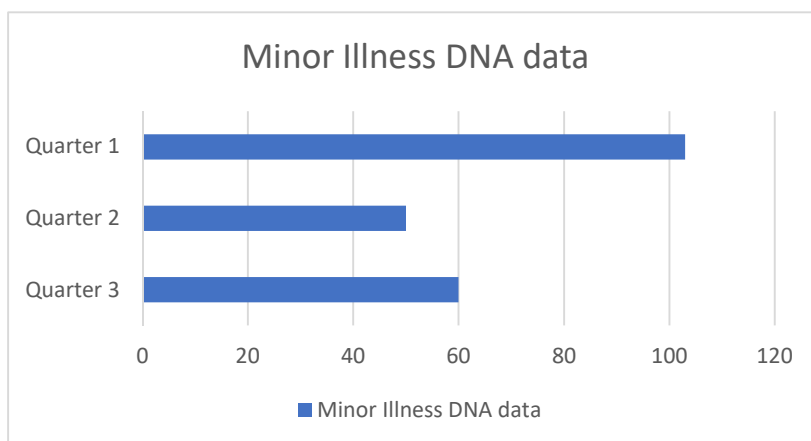
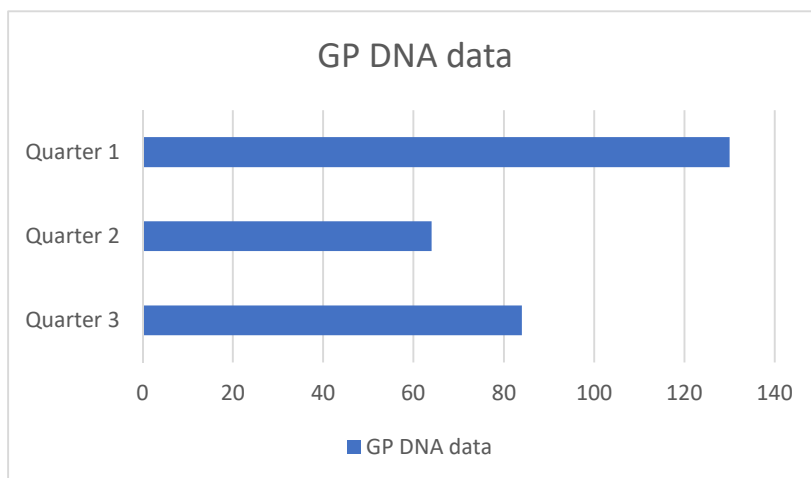


5.7 Did Not Attend Stats 2024

There was a significant decrease in the did not attend rates for GPs and Minor Illness clinicians from quarter 1 to quarter 2.

Quarter 1 was before Anima was introduced and quarter 2 was after.

There was a rise again in quarter 3, which may have been linked to school holidays.



The number of nurse/HCA appointments not attended remains the highest throughout. Given there is a shortage of these appointments, it is something that needs to be addressed.



6.0 New Cranfield Surgery building

The new surgery, although the building is complete, the legal side is still not completed due to the complexity of the situation but its hoped to be sorted shortly

7.0 Any Other Business / Questions

A question was raised regarding dressings that are required when a housebound patient is discharged from hospital but still in need of support. It appears the system is overwhelmed with the number of complex needs and the district nurses are struggling.

Date of Next Meeting TBA, but should be about November 2025

PPG Meeting Ground Rules:

1. This meeting is not a forum for individual complaints and single issues
2. Open and honest communication - and challenge between individuals but raised voices of bad language will not be tolerated.
3. Be flexible, listen, ask for help and support each other
4. Demonstrate a commitment to delivering results, as a group
5. Silence indicates agreement
6. All views are valid and will be listened to
7. Please put mobile phones on silent
8. To start and finish on time, stick to the agenda.