

# Maple Surgery – Patient Participation Group Meeting

Wednesday 14<sup>th</sup> April 2021 via  
Video Conference (Zoom) at 7.00pm

## AGENDA & AGM

PPG Members:

Chairperson: Doctor Derek Ford, D.F

Secretary: Councillor/CPFT Board of Governors Anthony Mitchell,(Acting Independently of the Parish Council)  
A.M

Neeraja Anantha, N.A

Lorraine Waters, L.W

Wendy Hedley, W.H

Lynn Marie Stockman, L.S

David Harper, D.H

Tanya Cerado, T.S

Andy Howard, A.H

Brian Howard, (Acting Independently of the Parish Council) B.H

Connie Williams, C.W

Pam Vendy, P.V

Practice Manager: Clare Briars, C.B

Karen Saville

Lynn Stockton

Pharmacist: Ravij Nanda

Andrew Harrington: MKGP CEO

Lynda Harford: CCC Division Councillor, L.H

Bunty Waters: South Cambs District Councillor (Acting Independently of the Parish Council) B.W

01.01 Receive apologies for absence and welcome any new PPG member(s).

01.02 Receive any declarations of interest and accept minutes of the previous meeting.

A.M CPFT Governor

01.03 To nominate and elect the Chair and Secretary for the current year and discuss current minute taking.

D.F Chair, A.M secretary by unanimous vote.

01.04 To re-confirm PPG constitution and agree any changes.

Confirmed by unanimous vote.

01.05 Open forum for any AGM patient guests.

D.F Stated that six months to deal with outstanding issues was too long.

C.B Replied that there had been increased pressure due to the Vaccine rollout. Steps will be taken to ensure future login for meetings will be provided within 3 days. Communications would improve after new dealing with multiple contracts and a 2<sup>nd</sup> manager. A quarterly newsletter would be sent out to patients.

D.F was asked to write a report to the Parish Council but felt he was not in a position to do so highlighting on-going concerns after frank discussions with the surgery. It was decided that the surgery would write to the Council instead.

# Maple Surgery – Patient Participation Group Meeting

Wednesday 14<sup>th</sup> April 2021 via  
Video Conference (Zoom) at 7.00pm

01.06 To discuss Surgery engagement with the PPG and patients.

A.M Stated that he would like the surgery to send quarterly updates to the PPG as it was taking a long time to write them up verbally during the meeting. Various PPG members discussed if the surgery would start providing monthly updates to the Bar Hill News.

C.B Agreed one would be sent to future meetings and to the Bar Hill news.

01.07 To receive Maple Surgery's PPG report and review AGM statement to the Parish Council.

As previously discussed, statement from Surgery not supplied in time for the meeting.

01.08 To discuss inactive members due to Covid-19 outbreak.

D.F Moved to defer the item.

01.09 To discuss patient appointments and future plans post Covid-19.

D.F There was a continuing perception that patients still could not see a GP. This conflicts with being able to see a Dentist or Podiatrist.

The PPG expressed concerns over double appointments, telephone triage and being able to book appointments in person.

C.B States that footfall was returning to normal and nurses were now seeing patients. She could not see a reason to increase face to face appointments as telephone triage was working well.

D.F Asked if GP's are seeing only face to face and C.B Confirmed this, except for patients with mobility issues or choose that option.

L.W Pointed out that many seniors struggle with technology access and asked if they can book appointments in person.

C.B Confirmed that yes they could including the elderly, vulnerable and disabled.

C.B to report on efforts to post information with the Bar Hill News and Parish Council noticeboards and Facebook policy. She also stated it was important to encourage patients with chronic conditions to visit the surgery.

D.F Highlighted concerns with GP's phoning but not reviewing notes and patient file beforehand. He had personally experienced this twice. Three other PPG members expressed similar concerns.

C.B Stated that basic reviews should be happening and she would investigate.

01.10 To discuss prescription complications.

L.W Stated that she had issues with a message left on her house phone regarding prescriptions. She did not know if it was intended for her or her husband.

R.N To discuss with reception to avoid a repeat occurrence.

D.F Said there had been issues with Tesco but he had noticed improvements.

A.M Asked about repeat dispensing for patients with long term conditions.

R.N Stated that he was reviewing patients records with on there annual review to move patients over to repeat dispensing.

P.V Stated it was not offered to her husband at his annual review.

R.N Was unable to comment on specific patients, but promised to look into the matter.

A.M Asked if patients could request repeat dispensing.

R.N Stated Yes

There was a general discussion regarding the NHS App and everyone agreed it was poorly designed.

01.11 Updates to the current staffing situation at the Surgery.

# Maple Surgery – Patient Participation Group Meeting

Wednesday 14<sup>th</sup> April 2021 via  
Video Conference (Zoom) at 7.00pm

D.F Expressed his deepest concerns regarding the loss of three GP's and one Nurse Practitioner within the last year. Particularly lamenting the loss of Dr Rasool during the change to MKGP. He was concerned over continuity of care and the loss of knowledge and experience for patients.

R.N Stated that this was unfortunate, one of the GP's decided the environment was not for them and for the other GP it was decided not to continue the contract after their probation period. The surgery felt that it was best to find a Doctor who worked well for the surgery and patients and would not compromise care even at the expense of Locums for a Doctor who was not a "good fit" for Bar Hill.

The Surgery highlighted the national issues related to GP recruitment and the fact that it was a smaller surgery that it is hard to find a GP to take on the role. They were hopeful they would soon have a Nurse Practitioner in every morning.

B.W Asked if there were any reasons for GP's leaving?

R.N Repeated issues regarding it being a small practice and it's hard to find one GP to take on that role. The surgery were exploring work load sharing and hoped that new staff including an AMP Nurse and Social Prescriber would reduce the burden of the GP.

C.B Stated that they had learnt a lot from the previous GP's and want to find one that works well with the surgery and patients.

L.H Asked if the new staff were dedicated to the surgery?

R.N They would be based approximately three days a week in Bar Hill. They were part of shared access over the PCN. The surgery recognised the need to recruit a full time GP or sharing multiple GP's across the PCN. They also stated that Locums are paid more than salaried GP's and this was also an issue.

D.F Repeated issues about Locums not knowing the patients.

C.B Said it is hard to capture data on this issue.

## 01.12 CPFT Service User Governor's Verbal Report.

A.M Reported on the Integrated Care System and how it would impact the CCG and Surgery. A.M Expressed hope that a more joined up approach would lead to better patient outcomes.

## 01.13 Update to installation of a new surgery noticeboard.

C.B Still in discussions with NHS Properties.

## 01.14 Updates to the Covid-19 vaccine rollout.

The rollout was going well with patients receiving their second vaccines, the surgery expressed concerns over the NHS Software.

L.W Asked about reminders.

A.M Stated it should be 3-5 days before.

## 01.15 Updates regarding the Carer's forum.

C.B and P.V to update.

C.B Highlighted the growing Carer's list and was hopeful for a July face to face meeting.

## 01.16 Open forum for PPG members to discuss Surgery improvements and any patients concerns.

L.W Stated that her son have received the information of another patient. She thought this was an awful breach of GDPR.

C.B Agreed that it was a bad incident and steps were being taken for additional training and checking. The incident had been reported to the ICO.

# Maple Surgery – Patient Participation Group Meeting

Wednesday 14<sup>th</sup> April 2021 via  
Video Conference (Zoom) at 7.00pm

01.17 Surgery to discuss and consult on transformation plan.

Previously discussed.

01.18 Agenda Item requests for the next meeting.

None

01.19 Date of Next Meeting: To discuss date of next meeting

Wednesday 23<sup>rd</sup> June 2021 at 6pm.