

Maple Surgery – Patient Participation Group Meeting

Thursday 29th July 2021 via
Video Conference (Microsoft Teams) at 6.00pm

MINUTES

PPG Members:

Chairperson: Doctor Derek Ford, D.F

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

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

Connie Williams, C.W

Pam Vendy, P.V

Practice Manager: Bruce Abel, B.A

Assistant Practice Manager: To be Confirmed

GP: To be Confirmed

Pharmacist: Rajiv Nanda

Edna Murphy: CCC Division Councillor, E.M

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

Andrew Harrington: MKGP CEO

03.01 Receive apologies for absence, welcome any new PPG member(s) and Councillors.
A.H, B.H no apologies received from E.M. N.A or A.H

03.02 Receive any declarations of interest and accept minutes of the previous meeting.
A.M CPFT Governor

To discuss any correspondence.

None

03.03 To receive and discuss MKGP Updates.

BA outlined the following:

- New windows and New lights fitted
- Special Allocation Service been given behaviour contract and way of working outlined
- New Kitchen being fitted and decoration is going to be done next couple of months
- New GP & New ANP settled In well and seeing patients
- New Nurse starting in September
- Donna Brown will be leaving and has agreed to work Mondays for the foreseeable future.
- Still working through H&S and 15 page risk register progress is moving forward.

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- Who looks after the grounds, as overgrown trees and getting in the way of the door.

A.M Will the disabled still be able to book in person?

B.A Yes they can.

D.F Discussed future FOI requests from PPG members and agenda items.

The PPG agreed to update the constitution to cover those issues specifically.

B.A Stated that the mock inspection data would be ready next week and would send a copy to members for discussion at the next meeting.

B.A Reported that the diabetic nurse was leaving soon and that they would look for a replacement. In the meantime the diabetic nurse would be on Zero hours.

A new nurse was coming on the 20th September 2021 and advertisements for a GP were ongoing. The lead GP is currently Dr Mike Whittaker.

A new frame had been put up on the reception desk along with redecoration and maintenance works.

L.W and D.F Asked what Willingham are doing to recruit seven GP's?

W.H Stated would it be worthwhile to contact them directly?

B.A Agreed it would be a good idea to look into. He also stated they were in contact with LMC web weekly.

D.F Queried what the final service would look like?

B.A 2 GP's and 1 AMP.

C.S Asked what was that daily?

B.A At present Thursday-Friday permanent the remainder new GP and Locums.

L.W What any be female?

B.A Current locum is female however any GP will be accepted.

D.F Expressed concerns over SAS delisted patients, it was unfathomable to include this service during the middle of an improvement plan as it can impact patients and the safety of staff.

B.A The patients won't attend Maple and they are looking for a Peterborough site.

L.W Asked if there is a behaviour contact.

B.A Yes

W.H/L.H Do all surgeries take such patients and should the PPG have been consulted first?

D.F It was agreed by CCG and MKGP directly.

P.V How often will they visit, and does it bring in extra benefits for the practice?

B.A Yes more funding and they should only be one day a week except for emergencies.

B.A The new PCN pharmacist will be the pharmacy manager from Tesco

03.04 To Discuss PPG/Maple Surgery joint activities.

D.F Expressed his wish for the PPG to have a long overdue village meeting in a "town hall" setting. Many still think MKGP is a US Company.

A.M Stated that he felt that we were not fulfilling our PPG remit to educate and outreach to patients.

B.A Diabetes clinics et al would be starting soon and the Social Prescriber will be getting involved in events such as Carer's groups.

D.F The PPG and MKGP should start looking forwards to co-operating on events and working together to solve issues at the surgery. He hoped that early indications of improvement will continue.

B.A I will do what I can to take action and make improvements.

L.W We are patients as well as PPG members.

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B.A Hoped in time things will get resolved and hopefully bringing over the positives from Waterbeach.

D.H He expressed an interested in bringing in specialists for future talks when safe.

B.A Agreed.

A.M Discussed joining the CCG Patient Forum

D.F Suggested that the PPG should sign up to the newsletter and see if they were interested.

The PPG discussed ongoing issues with prescriptions including errors and delays.

B.A More training is being provided.

L.W Stated that they didn't have her prescription and that they needed five days.

D.F and L.W Expressed concern that the front and back doors were misdescribed in the BHN.

03.05 Any other Business.

03.04 None

03.05 Agenda Item requests for the next meeting.

D.F Flu and Covid-19 plan.

B.A Flu Jabs Ordered should start in September.

03.06 Date of Next Meeting: Original Date Agreed as 2nd September 2021 but moved to Thursday 16th September 2021 at 6.00pm.