

Maple Surgery – Patient Participation Group Meeting

Wednesday 17th November 2021 at 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

Jennifer O'Dell, J.O

Practice Manager: Catherine Trippier, C.T

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

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- 05.01 Receive apologies for absence, welcome any new PPG member(s) and guests.
Andy Howard, Brian Howard, Lorraine Waters, Neeraja Anantha, Rajiv Nanda, Edna Murphy. Jennifer O'Dell new PPG member welcomed to the PGG.
- 05.02 Receive any declarations of interest and accept minutes of the previous meeting.
None
- 05.03 To discuss any correspondence.
None
- 05.04 To receive and discuss MKGP Updates.
Report read and accepted.
D.F Thought that the report was a very good read.
C.T The building is being repaired including the kitchen. Nurse Donna is back at the surgery. The building is being repaired including the kitchen. Appointments had been updated including slots for face-to-face urgent physical needs, and one hour phone time slots with two calls per appointment.
Lucy was now working Monday's and there was staff handling the discharge summaries. Carer's Café and health events such as the mini medics have been a success and the surgery would continue to work with Kevin Potts on this.
CQC Tracker list was being worked through to improve standards.
B.W Was pleased to read the report and encouraged by the progress. She asked if there will be paper surveys out.
C.T stated yes there would be and digital ones.
Staff training was continuing with more booked for December. Surveys were also going out to patients.
C.T Ongoing issues with Tesco Pharmacy, surgery understands that many patients use them and for some it is their only choice. Sadly, Tesco do not communicate with the surgery when out of stock of a medicine.
L.W Asked if they were sent to Tesco buy default. She was sometimes texted that a prescription is ready when it is not.
A.M Noted online deliveries also available.
C.T You can change your Pharmacy at any time or choose not to nominate one.
D.F Since the closure of the surgery pharmacy, Tesco really need to improve.
C.T The surgery will arrange a meeting with Tesco Pharmacy.
A.M Agreed to attend as the Pharmacy Champion. All in favour.
There would be a 10 working day, time frame to handle complaints and they were working hard to update all their policies.
D.F Recognised the difficulty in recruiting GP's and other clinical staff.
- 05.05 Mock CQC.
C.M How much notice before a CQC?
C.T At least two weeks but could be longer, Waterbeach has already been called up for their two weeks. The surgery is preparing for the CQC and has the documents ready to upload.
- 05.06 Transformation Plan.
CQC Tracker Work has taken up the surgeries time.

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- 05.07 To discuss methods to reduce DNA's.
B.W and D.F expressed concerned over the level of DNA's. After some discussions C.T Agreed, to look into adding the general cost of GP appointments to email, SMS and repeat Prescription request forms. DNA's currently stand at around 5%.
- 05.08 To Discuss PPG/Maple Surgery joint activities.
A social prescriber can help with social support such as benefit claims. D.F Carer's café has proved popular. Long term joint activities for conditions such as diabetes could work well post Covid.
D.F Was pleased to hear that MKGP was planning a "town hall" style village meeting in the Spring and drop in sessions.
D.F and A.M Declined the option of an NHS email for the PPG. PPG members agreed that comms were best made through the surgery.
- 05.09 Flu & Covid Jabs
C.T Flu Jabs had not come in on time with over 100 under 65 still waiting. Surgery had to advise patients to go to Pharmacies. The Surgery is not providing Covid-19 boosters at the surgery. Patients should book online or go to a walk in Centre. The Surgery understood there had been problems booking online but encouraged patients to keep trying or call NHS 119. Surgery still waiting for District Nurses to begin homebound Covid and Flu shots.
A.M, B.W and D.F Agreed that getting the booster Jab was very important.
- 05.10 Patient Communication/Maple Surgery Website.
A.M Surgery still appearing as Excel Ultrasound on Bing. No Minutes or Agenda uploaded since 2020. He felt that people wishing to join would mistakenly believe the group was not active. A.M has been using his own OneDrive account at his own expense to post online. J.O Stated that she could not use the webform to join PPG and was only able to make contact on Facebook.
C.T Would resolve the issues.
C.W Sometimes it was not possible to renew prescriptions without a GP. Some examples seemed bizarre.
C.T Prescriptions are approved for a year or sometimes 6 monthly batches, after that the GP needs to review the medicine.
C.W Stated the medicine in questions was under 6 months.
C.T Invited her to contact her directly to resolve.
L.W Expressed concern over the admit time involved.
D.F Said those with large prescriptions often got the repeats and reviews out of synch.
C.T It is possible to resolve with R.N
- 05.11 CPFT Governors Report.
A.M thanked, taken as read.
- 05.12 Any other Business.
PPG Members decided not to have Face to Face meetings at present due to rising case numbers, the PPG would review again at the AGM.
- 05.13 Agenda Item requests for the next meeting.
None

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05.14 Date of Next Meeting: Wednesday 19th January 2022 at 6pm. AGM to be held on Wednesday 16th March 2022 at 7pm.