

Maple Surgery – Patient Participation Group Meeting
Wednesday 19th January 2022 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

06.01 Receive apologies for absence, welcome any new PPG member(s) and guests.
B.H, A.H.

06.02 Receive any declarations of interest and accept minutes of the previous meeting.
None, minutes accepted unanimously.

06.03 To discuss any correspondence.
None.

06.04 To receive and discuss MKGP Updates.

C.T To circulate report including updates on website and efforts to tackle DNA's.

Report read.

D.F Expressed his continued concern of three years without a full time GP in place.

Discussions took place regarding the wellbeing of staff and incidents witnesses.

C.T Stated she was aware and appropriate actions were being taken.

D.F Noted that there were still issues at Tesco Pharmacy to resolve.

P.V Agreed and stated she had issues with medicine out of stock for three months. She was able to get the medicine at Boots, but Tesco had blamed the supplier for being out of stock. She wanted to know why they couldn't source from alternative suppliers.

J.O Also had difficulties getting through on the phone.

R.N Suggested inviting Tesco to our AGM. All Agreed.

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A.M Stated he would be happy to attend future meetings as Pharmacy Champion.

C.T Agreed and would notify A.M of the next meeting. She also stated that it is possible to release prescriptions back to the spine but recognised the inconvenience this was causing.

A.M Stated that he was aware of the County wide shortage of Locums that was not helping.

D.F Stated he would consider writing to the Commissioning Group if they were unable to resolve with Tesco.

C.T Highlighted the new ANP joining and the fact that they had retained the same locums over Christmas.

P.V Asked if it were possible to request a GP from Waterbeach.

D.F Expressed his continued concern over SAS patients and its impact on the surgery appointments along with the safety of patients and staff. He also reminded the Surgery that the PPG were not consulted beforehand.

C.T Changes have been made and clinics would now only be one every Thursday with remote appointments at other times. It would be with security staff and a separate GP. They had banned one patient who had been too disruptive from the surgery.

A.M asked when the contract would be renewed?

C.T In 2025, the new phone system allowed them to separate patients.

J.O and D.F Again expressed their concern as to the service being allocated without consultation with the PPG and asked why it was allocated.

C.T Was clear that MKGP bid for the service.

D.F Stated that this could be impacting patient care as appointments are taken away from residents and noted that if the current funding was not enough why MKGP did not ask the CCG for more.

P.V, A.M and D.F Then discussed the high turnover rate of doctors including the current Junior Doctor leaving. They believed that one GP was not enough to manage the practice and that they were suffering from burnout.

C.T Agreed more needed to be done to recruit GP's and provide more than remote support.

06.05 To Discuss Face to Face Meetings and current Surgery Advice.

Report and responses read.

C.T Stated that Covid remained an issue. The Surgery had no plans to change their current practices.

06.06 To discuss DNA's.

Report read.

C.T To update at next meeting regarding repeat prescription and letters/emails being updated with the cost of NHS appointments.

06.07 To Discuss PPG/Maple Surgery joint activities.

C.T To update on progress.

Report read.

Face to face meetings had been started with the Carer's café which had gone well.

P.T They were trying to keep them to the same date and time and would continue to promote on social media.

D.F Wanted to explore diabetic and weight loss sessions.

C.T Agreed, she noted the current success of their current weight loss services and the local weight watchers' group.

06.08 CPFT Governors Report.

Report read and accepted unanimously.

06.09 Any other Business.

None.

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06.10 Agenda Item requests for the next meeting.
None.

06.11 Date of Next Meeting: TBC.