

# MINUTES OF CRANFIELD & MARSTON PATIENT PARTICIPATION GROUP MEETING HELD 16<sup>TH</sup> MARCH 2015

## ATTENDEES:

Rina Persaud (Chair), Clive Wade, , Dave Gagie-Devoe, Stella Brandom, Marie Barlow, , Janet Orchard, Tony Harris, Joan Dewhurst, John Dewhurst, Peggy Warner, Andrew Boyd (Practice Manager)

### Apologies:

Rachael Hagland, Jill Akkman, Jennifer Walker, Keith James, Marilyn Ward, Pamela Arnold, Carole Ecott

## 1. MINUTES FROM LAST MEETING AND POINT SOF ACTION

- The minutes from the last meeting were approved.
- Andrew Boyd updated as follows:
  - Contact with Cranfield Lower School & Wootton Upper School were both positive. Cranfield Lower hold regular coffee mornings and it may be possible for us to use them as a way in. Wootton Surgery meet every other month with the local schools & parish council and it may be an option for us to attend/ visit. It would be preferred to work directly with the school to get the students doing things for themselves as part of the curriculum with us providing the appropriate support.
  - It has proven harder to make contact with Holywell Middle School.

<b>ACTION:</b>	<b>Andrew to make contact with Holywell Middle about opportunities to inform students &amp; parents and to progress matters with Wootton Upper &amp; Cranfield Lower</b>	<b>Report progress back at next meeting</b>
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## 2. PPG COMMITTEE VOLUNTEERS - JOBS/ ROLES

- The group ideally needs a committee to undertake the everyday admin tasks involved in running the group e.g. minutes, newsletters, parish magazine articles etc. Members present were asked to think about whether they could offer any skills and bring ideas to the next meeting. Rina has expressed the need for assistance as she is currently undertaking all these tasks on her own.
- The PPG do need some 'Terms of Reference' under which to work. These should be a basic set of guidelines and rules so that everyone knows the purposes of the group. Rina is to use the NAPP membership to get a draft document drawn up for consideration at the next meeting.

<b>ACTION:</b>	<b>Rina to produce draft terms of reference for discussion/ approval at the next meeting</b>
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## 3. UPDATE FROM SURGERY

- Andrew circulated the attached update and a through discussion followed.
  - **Question:** Will the new premises be a surgery or a health centre?
  - **Answer:** It will be a surgery capable of coping with the current village expansion as well as patients currently using the University site. The capacity of the new surgery should be in the region of 8,000 to 10,000 patients and this is thought to be plenty even taking in to account the new housing being built.
  - **Question:** Would you expand the staff?
  - **Answer:** Yes, as patient numbers expand and the income allows for this. At the moment the practice has only been growing by about 100 patients per year for the last 5 years.
- It may be possible to use some of the money from the Marston Park development for improvements to the Cranfield surgery but at the moment, because it has to be spent by January 2016, the plan is to undertake improvements to the existing Marston Surgery building to provide more/ better consultation space and improved waiting/ reception areas.

- It is recognized that the current open surgery concept is highly valued and welcomed by a majority of the patients. There is slightly less well supported in Marston where patients seem to want more appointments.
- The surgery is looking at a variety of models in an attempt to consider a mix and match approach to suit as many needs as possible.

<b>ACTION:</b>	<b>Topic for future meeting:</b> Presentation on different surgery models
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- It was generally agreed that the current patient calling system was out of date and didn't work well. Andrew agreed that this would need a complete update when we get the new surgery to include visual displays and better audio.
- One patient has been in contact with Rina, raising the issue she experiences as a deaf patient in attending the surgery and accessing PPG meetings as she would need a signing translator. The question was asked whether any staff have sign language training and whether the surgery would consider this a training need.

<b>ACTION:</b>	<b>Andrew</b> to find out of the BBCG would fund a signing translator for our meetings and to explore sign language training for staff.	<b>Report progress back at next meeting</b>
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- The online system is currently working, although it does have some teething problems. It will only provide appointments for doctors as nursing appointments are so varied that it would be too complicated to offer these on line. Monday evening appointments are also not going to be available as the system only allows you to book for the surgery at which you are registered i.e. Cranfield patients would not be able to book appointments at Marston and vice versa.
- You will only be able to book an appointment up to 4 weeks ahead providing the appointments have been released by the relevant GP and you will only be able to book a maximum of 2 appointments on line.
- To make sure that patients who are not on line are not disadvantaged, urgent/ same day appointments are released at 1pm but can not be booked more than 3 hours ahead.
- If the system is found to disadvantage non-online patients too much then it will be reviewed
- Children are able to be seen by a GP once they are 13. At this point there is no automatic right for parents/ guardians to be informed and they do not have a right to see the patient's medical record without their consent.
- The new online system will allow patients to see their summary care record. It also allows this record to be shared with other healthcare providers who are using the 'System One' software. At the moment all 26 GP practice sin Bedford are now using this as well as BEDOC (out of hours GO service), district nurses etc. The hospital & A&E are not on this system but doe have the capability of viewing the information of necessary. Patients can opt in and out of this sharing at any time.
- Friends and Family Test - the most recent results were shared and were encouraging with the majority of patients being either 'Extremely Likely' or 'Likely' to recommend the surgery to a family or friend. This is now a national requirement for all GP practices and 'league tables' will be published via the NHS England website once the March data is received.
- An update on staff was given with concerns expressed about the ongoing difficulty of recruiting partners to the practice.
- There is currently a programme of medication reviews being undertaken by a pharmacy technician. This involves a meeting with the patient and a thorough review of both prescribed and over the counter medication. The idea is to make sure patients are taking correct medication and not combining inappropriate medical remedies that may be conflicting with each other. It is also having the benefit of establishing any over prescribing that may be occurring.

<b>ACTION:</b>	<b>Rina</b> to contact Neeta Morjaria and discuss the possibility of her attending a future meeting to explain a bit more about what she does.	<b>Report back at next meeting</b>
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#### 4. MESSAGE IN A BOTTLE

- This is an initiative supported by the Lions Club. Basically it provides a plastic bottle and a personal record sheet on which you record emergency contact details, medical conditions and any medication that you take. The bottle is then placed in the fridge and the stickers provided put on the fridge door and the front door so any emergency services people will know you have one. Rina has been in contact with the local Lions office and they are happy to supply whatever we need. The group felt this was a great scheme and that it should be promoted within the surgeries as part of PPG awareness week. This would involve group members attending the surgery and speaking to people in waiting areas to explain what it was all about and encouraging them to take one home. Obviously it only works if the information is completed and kept up to date and this would need to be stressed to patients.

<b>ACTION:</b>	<b>Rina</b> to contact Lions and get a further supply of bottles to be kept at the surgery. Article to be written for parish magazines detailing the scheme.	<b>Report back at next meeting</b>
<b>ACTION:</b>	<b>ALL</b> volunteers needed for PPG awareness week (1-6 June) to attend Marston & Cranfield during surgery times to speak to patients.	<b>Volunteer list/ rota to be started at next meeting</b>

#### 5. PPG AWARENESS WEEK - 1-6 JUNE

- Following on from the discussion about Message in a Bottle, the idea was floated of holding a much larger 'Your Health' event in the village.
- This would require a team of organizers and it was felt that the June awareness week was probably too soon for us to manage.
- It was agreed that a date in early autumn (Sept/ Oct) would be a good opportunity.
- We would need to book a venue e.g. Village Hall and the cost for this would need to be covered by the surgery.
- The event could include a variety of 'stall holders' such as Dentist, BCCG, Nordic Walking, Hands across Cranfield, Childcare providers, Osteopath etc as well as the GP practice offering basic health check ups e.g. blood pressure testing.

<b>ACTION:</b>	<b>Rina</b> to check possible dates & costs with village hall <b>Andrew</b> to get agreement to cover costs <b>All:</b> To think of possible 'stall holders' and obtain contact details	<b>Report back at next meeting</b>
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#### 5. DATE FOR NEXT MEETING

- **20<sup>th</sup> April, 7pm at Marston Surgery**
- Any agenda items to be sent to Rina by 12<sup>th</sup> April

Meeting closed 9pm

# **Cranfield and Marston Surgery**

## **Cranfield and Marston Surgery Patient Participation Group – Practice Update**

### **1 Introduction**

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This is an update on practice issues for the Patient Participation Group meeting of 16 March 2015.

### **2 Surgery facilities**

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#### **2.1 Cranfield Surgery – new build project**

There has been limited progress with the project. The Practice has made an application to the *Primary Care Infrastructure Fund* for money to support the building of the new surgery.

#### **2.2 University Medical Centre**

The University has taken the decision not to renew the contract for the provision of the University Medical Centre. We are talking to the University about when the contract is likely to end. We are both looking towards the building of the new surgery as a point when the University Medical Centre can close and the services are reprovided in the new village surgery.

#### **2.3 Marston Surgery**

There is money from the development of Marston Park to support local health services. The Practice will use this money to expand and improve clinical capacity for Marston Moretaine.

### **3 Online services**

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The Practice must provide access to online services by the end of March 2015.

#### **3.1 Services**

The services on offer from the surgery are access to:

- Book and cancel appointments
- Order repeat prescriptions
- Update contact details

- Summary record

## 3.2 Process and procedure

### Registration

Patients must complete an application form for access to online services – this form will be available from the surgery website.

### Identity verification

Patients need to apply for online

access at the surgery. This is to confirm that the person asking for online access to their health record is who they say they are.

Typically, two forms of identity are required. One of these should be photo ID. It is not recommended to accept utility bills.

Patients may also be 'vouched for' which is where the practice knows the patient and is confident that their identity is sufficiently established to 'vouch for' their identity.

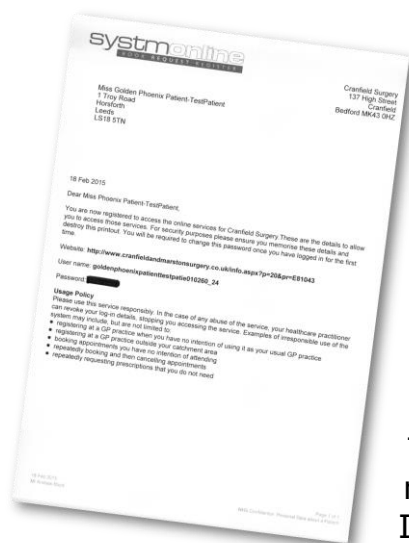
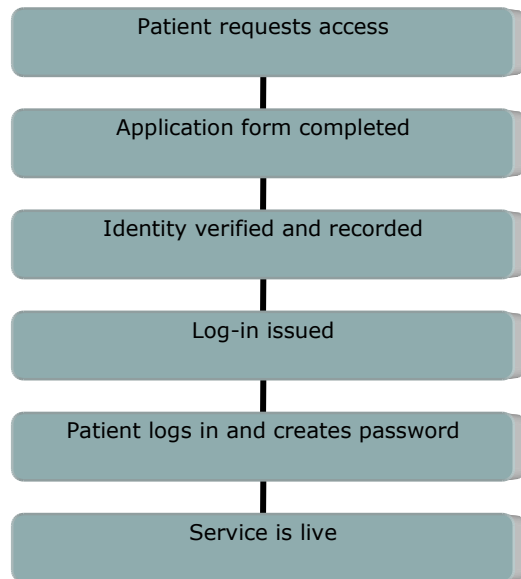


Figure 1 – Log-in screen for SystmOnline



## 4 Friends and Family test

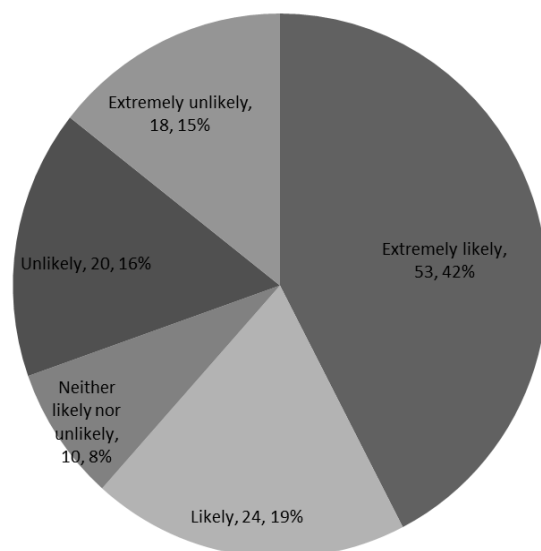
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In place of the annual practice survey, practices across England are carrying out the Friends and Family Test:

*How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?*

We have been carrying out the survey since January 2015 and a summary of the two months' data is set out in Figure 2 below. Of the 125 responses, 61% were positive and 31% were negative. The test lacks the sophistication of the annual survey but gives the practice a more direct comparison with its peers and, as it will be continuous, a more direct comparison over time.

**Figure 2 – Friends and Family test, January and February 2015**



### 4.1 Supplementary question

*If we could change one thing about your care or treatment to improve your experience, what would it be?*

The themes to emerge from comments are waiting times in surgery, less locums/changes in GPs and the appointment system.

### 4.2 Publishing the information

Once the March information is reported results from the first three months will be published by NHS England.

## **5 Staffing update**

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### **5.1 Practice Nurse**

Sue Buzzle joined the Practice in March. She has been working as a District Nurse in Bedfordshire, including locally. Sue will mainly be based at Marston Surgery.

### **5.2 Receptionist**

Due to reorganisation and changing rotas, the practice had a gap in reception cover on Fridays. Last week, we appointed Sam as new receptionist. Sam will mainly be working at our University Medical Centre.

Author: Andrew Boyd  
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