

“Together with the Practice, striving for excellence”



Patient Participation Group

Wednesday 22nd February 2023

15.30 – 17.00

Zoom

1. **Welcome/Apologies.**

- **Present:** Ted, Joan, Ann, Nicki, Brian, Elizabeth, Harry, Karen, Pam.
Surgery Staff: Dawn.
- **Apologies:** Caroline, Jeremy, Tommy.

2. **Minutes of Last Meeting 30th November 2022.** Agreed as accurate.

- **Action 01170517 Houghton Lodge Re-development (Jack & Jill Nursery relocation)** Ampthill Day Care Centre and surrounding area.
Ted/Dawn.
- **Action 01301122. Greensand Surgery List Closure.** Update required from Beth Collins. **Ted**
- **Action 02301122. Future meeting dates. Ted Action completed.** If you want me to consider changing dates/times please let me know. Until we get a clear understanding of the changes being made to the surgery layout we may have to review where we hold the meetings.

3. **PPG Bank Account.** No transactions. **Current Balance (£574.68).**

4. **Closing the Practice List Update Dawn.**

Discussions are ongoing and no decision has been made yet. It depends on the costs & recruitment. The letter from the NHS(E) stated we could stay closed up to 2nd April 2023 at this point in time we are not sure for the reasons given.

Ground Floor. Convert one room into Two. ICB says only one pot of money £13.5k and this conversion was not included in the bid. If that is the case then our priority is the ground floor, this is to accommodate existing staff who are working from home or have not got a room. I have written a strongly worded email to that effect. The ICB want us to fund this upgrade which we cannot.

1st Floor. This accommodation is to help us expand the team and the PCN. We are being offered 4 rooms and we wish to make them into 6, that is 3 for Greensands and 3 for Oliver street. Currently there is 3 adverts out for staff at the PCN At this point in time we are not really progressing forward. Costs are an element in this and our accountant is advising us on this matter. A further concern we have is if we open up the list, we have a Health and Safety issue with Staff workload.

At the moment there are NHS(E), Estates, and the ICB . If we get the extra staff, we need to expand the service we have nowhere to put them.

Action Write to Town Council, Local MP.

5. Houghton Close Re-development Dawn/Ted.

I went to a meeting and managed to talk to the MD of the company who will be submitting the planning application. I expressed the concerns we have with regard to access, Parking, Noise etc. I think he was listening but not taking it in. The company is part of CBC. They will be building Bungalows 2,3,4, bedroom houses with appropriate parking. I told the MD that Patients will find parking wherever they can.

Action Check validity of parking spaces per house. Harry

6. Surgery Update. Dawn

- Staff update. We have a new receptionist, Heidi which gives us two receptionists on the desk when fully staffed. It also gives us flexibility in the office during sickness & holidays. Dr Ali's last day is Friday So far, no applicants for the salaried GP post. We are trying other avenues like hiring a paramedic, advanced care practitioner, so far nothing.
- Patient suggestion box. 3 Suggestions: -
 1. "I think it would be helpful for reception staff went on the phone duties at the busy times of the day." As per my earlier comment we now have another receptionist at the desk, they will take the phone because on Monday we had a queue of 50, so all manning phones. So, on reception one will be on the phone, the other will be dealing with patients at the reception desk, when we are fully staffed.
 2. "Snow not being removed/cleared." This was reported and someone came out and cleared that day.
 3. "Software issues with appointments." This happens when 2 people are trying to book the same appointment time. It appears that it can chuck you out of the system. We have had the same thing here in the surgery, it seems as though who has the fastest finger gets the appointment.

Outsourcing Blood Pressure. It looks like there is a pilot going on by the PCN where they have got our local pharmacies to do these on our behalf to meet various targets.

We have outsourced Subject Access Records (SARS) for a fee, it can take up to a day of admin and clinical time to do this.

We are looking at minor illness as well. This will be a formal process that we can book and give you an appointment, that's being looked at.

Ear Syringing, this is no longer done by the surgery on advice from the ICB since Covid. Ear Syringing is not safe, but ear suction is. It could be a service that is offered by the PCN, but at the moment no.

7. Giving Patient Access. Dawn.

This went live on 1st February, there has been no problems so far 22 days in. So, if you see a doctor now and go into the NHS App. You can see your consultation and you will be able to see letters from 1st February.

8. Primary Care Network (PCN). Ted/Dawn/Ann

Gill Hiscox is retiring and Ted is going to chair the meeting for the following year after the AGM in April. I need to establish if the PCN PPG is PPG led if so, I will need to change the TOR. The PCN manager will do the minutes & admin. There will be a GP (PCN Champion) and a Practice Manager will attend each meeting. A calling notice for the AGM on 18th April will be displayed in the practice's surgeries and on their websites. We will be proposing we have a representative from Health watch.

9. A.O.B.

Next Meeting Date.

Wednesday 26th April 2023 15:30 to 17:00 (Zoom).

Future Meeting Dates.

Wednesday 21st June 2023 TBA

Wednesday 13th September 2023 TBA

Wednesday 29th November 2023 15:30 to 17:00 (Zoom).

Wednesday 21st February 2024 15:30 to 17:00 (Zoom).

Community Diagnostic Centres.

I have looked on the Health watch website and there is 2 in MK and one on North Bedfordshire. I will try to clarify with Gill Hiscox what the situation is and how its all going to work.

Action Invite Gill to a future meeting to Explain the situation to us. Ted.

DNA's Can we see that monthly DNA figures.

Action Monthly DNA figures from Dawn