

“Together with the Practice, striving for excellence”



## Patient Participation Group

Wednesday 5<sup>th</sup> June 2019

6.30pm – 20.00pm

Health Education Room – Ampthill Health Centre

### Minutes of meeting

**Present:** Ted, Joan, Nicky, Elizabeth, Brian, John, Karen.

**Surgery Staff:** Dawn.

1. Welcome/Introductions/Apologies.
  - Apologies. Caroline, Ann, Colin, Graham has resigned from the group due to moving house.
2. Minutes of Last Meeting 27<sup>th</sup> March 2019 (Actions).

- Action 02170517**     **All Suggestions/ideas for fund raising. ALL**  
A question was asked what was the money used for?  
It is mainly used to provide for extra facilities for patients  
purchases in the past have been for a radio, fridge and could be  
used to provide another TV screen in the waiting room. Plus items  
for the surgery which current expenditure can't provide. To be  
reviewed on a case basis of need.
- Action 01280917.**     **Lack of information on progress of TOR (LPPG). TED.**  
Still no terms of reference.
- Action 0703201801.**     **Patient representation of IT Problems. Ted.**  
All problems should be reported via the practice manager.
- Action 16011901**     **Guide to the perplexed. Jeremy.**  
Jeremy not supplied a template.
- Action 01270319**     **Dawn to talk to ITS group. Completed.**
- Action 02270319**     **Patient Survey.**

**Staff Bake off**     This proved to be very successful thanks to Kathy. In future more  
notice would mean we the PPG could be more involved.

3. PPG Bank Account. Ted. No changes to current balance (£574.68)
4. Surgery Update. Dawn
  - Staff update. - Jeanette to have ankle surgery and will be off work 6-12 weeks from 12<sup>th</sup> June. Currently discussing with the team how to cover this. Hopefully only a small disruption to services. Travel advice will be stopped. Patients to source this from private providers. Practice to still give the NHS immunisations.

- Primary Care Network. (PCN) – WMB locality is going to split (if agreed) into two PCN's. This is mainly due to financial reasons. Greensand Surgery is joining with Houghton Close Surgery and Barton and will be called Hillton. Oliver Street, Flitwick, Cranfield and Asplands are the second PCN. Dr Joanna Shortland will be the Clinical Director for Hillton. As part of the Directed Enhanced Service we must employ a Clinical Pharmacist (which is in place) and a Social Prescriber (which is being looked into). From the 1<sup>st</sup> July, all PCN's must have Extended Hours in place. 15 ½ hours per week over the PCN. Some hours maybe sub contracted out to BEDOC.  
PPG thought the PCN rules are very vague and hastily put together.
- TV in waiting room – Swivel bracket installed yesterday.
- Parkrun. - Circulated but no feedback.
- Did Not Attend (DNA).
 

Feb-19	120
Mar-19	110
Apr-19	63
May 19	61
- MJOG implemented April. DNA seems to have improved since implementation on MJOG.
- Patient suggestion box. - Could we get a crossing installed. It is very difficult to cross Oliver Street if you are a bit slow.
- Better room signage. John will do some signage.
- Ted to arrange Social Prescribing presentation.

5. **Action 01170517 Jack & Jill Nursery relocation**/Ampthill Day Care Centre and surrounding area. No Further progress it is not yet on the CBC planning agenda to date.

6. **Action 02270319** – Patient Survey. Results circulated. Ted thanked all for helping in the survey. Patients complained strongly about the car parking and the state of the road. Staff had damage to their cars on a regular basis, could CCTV be used? 83% used car. These issues should be put forward to the planning committee. CCG involvement would also help but is lacking at this time. What has happened to the HUB, should this be in Houghton Close? Put results in Newsletter.

7. BLMK (STP) Update Ted. Not able to get an update. I have raised at LPPG for help in this lack of response.

8. WMB LPPG feedback. Ted. Nothing to report apart from lack of 2-way communication, it seems like this aspect is to be handled in the PCN Model.

9. WMB LPPG Meeting Dates

- 17<sup>th</sup> Jan 2019
- 11<sup>th</sup> April 2019
- 18<sup>th</sup> July 2019
- 17<sup>th</sup> Oct 2019
- 20<sup>th</sup> Jan 2020

10. Issues to WMB LPPG. No minutes as of yet. NHS APP Presentation. BCCG update LTP, PPG update no responses to issues raised.

11. Next Meeting Date Wednesday 9<sup>th</sup> October 2019.

## 12. Future Meeting Dates

- Wednesday 9<sup>th</sup> October 2019.
- Wednesday 4<sup>th</sup> December 2019.

## 13. A.O.B.

- **Longer Surgery appointments** – Recent media reports.  
“GP wanting more time with patients to deal with the complex needs”.  
More time less appointments. On average a GP in our surgery has 16 appointments in the morning and 14 in the afternoon. In an ideal world we would love more time than the 10 minutes but this would mean we would be seeing fewer patients. At 9,000 patients we are struggling to meet demand. However, the different skill mix in the surgery helps the GPs in the practice and different professionals will be coming into the Primary care team with the implementation of PCN's.