

“Together with the Practice, striving for excellence”



Patient Participation Group

Wednesday 13th September 2023

18.30 – 20.00

Health Education room

1. Welcome/Apologies.

- **Present:** Ted, Joan, Ann, Brian, Caroline, Elizabeth, Harry, Jeremy.
Surgery Staff: Dawn.
- **Apologies:** Nicki, Tommy, Pam. Karen has now resigned, and I have thanked her for her contribution over the years and would welcome her back should her circumstances change.

2. Minutes of Last Meeting 28th June 2023 (Actions). Agreed as accurate.

- **Action 01170517 Houghton Lodge Re development (Jack & Jill Nursery relocation)** Ampthill Day Care Centre and surrounding area. **Ted/Dawn.** Item 5.
- **Action 01301122. Greensand Surgery List Closure.** **Dawn Closed**
- **Action Surgery layout.** Write to Ampthill Town Council, Central Beds council & Local MP. **Ted.** Item 4.
- **Action Monthly DNA figures from Dawn.** **Dawn. Completed**
- **Action Appointment data.** **Dawn. Completed**
- **Action Surgery Layout proposals.** **Ted to provide. Completed**
- **Action Staff update and Estates to be added to the PCN PPG agenda.** **Action Ted. Completed**
- **Action Diagnostic Centres.** Ted to raise with PCN. **Action Ted**
- **Action Invite Gill Hiscox to a future meeting to give overview of Healthwatch and how diagnostic centres will work.** **Action Ted**

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

4. Estates Upgrade /Ground Floor/1st Floor **Dawn.**

In respect for the ground floor for our surgery we are splitting one room into 2. One for admin and the second for consulting as it has a sink in it. Work is due to start next week lasting for 4 weeks!

On the 1st Floor we will share a room with Oliver St., who will also have other rooms. The PCN will have 1.5 rooms which they will pay for and we will be able to sublet from them a room. This will enable them to relocate staff and free up staff space from other practice. I'm led to believe that 106 monies is involved so timescales are fluid at the moment.

5. Houghton Close Re-development Dawn/Ted.

The Health Centre

Oliver Street

Ampthill

Bedfordshire

MK45 2SB

No further progress, as far as I can make out no plans have been submitted. I have raised the issue with the PCN that when the re-development starts there will be mayhem in this vicinity, a currently bad situation with parking will be manic with lorries and space being taken up by all.

6. Surgery Update. Dawn

- **Staff update.** Dr Wiles has returned from Maternity Leave and has decided to leave the practice end of October. We will not be advertising at this time. We shall revisit this in the New Year. We are looking at going to 15 min appointments as patients are coming in with a list of problems and the doctors are becoming overwhelmed. A discussion took place and this will be reviewed to gauge success. We are looking at ways to work smarter.
- **Patient suggestion box.** 2 suggestions :- Disabled Parking. Currently we cannot provide more space, hopefully this may change in the future when the Houghton Close Development is finished.
Waiting Room Atmosphere. The noise from the Radio etc was off putting for hard of hearing patients. Doctors are now meet and greeting patients.
- **Flu Clinics** – 23rd September and 14th October. We have got PPG cover for the clinics, there is a good take up of patient numbers so far for the 1st Saturday, so all should go well.
- **DNA's** – Dawn to share figures for February to date. Including idea of how many appointments the practice offers.

Jun 23	94	25
Jul 23	110	27
Aug 23	88	27

7. Patient Privacy Notice. Dawn.

Amendments have been made to the original template. Ted keeps & removes data from his system to comply. We all sign a confidentiality form retained by Dawn. When a member leaves the group the document is destroyed.

8. CUES (Community Urgent Eye Service). Dawn.

Would the PPG be prepared to provide feedback, there is an email address for this. Anyone who has used the service will provide feedback

9. Wixams. Dawn.

Wixams residents have been pushing for a surgery that they were promised. In respect of Greensands, we have about 2000 patients residing in Wixams. This would be a significant loss to our revenue and could make our surgery not viable. This may be an issue coming down the track, the ICB are aware but no monies available yet for it. Things could change and the ICB are aware of our concerns. We have raised the issue with our PCN and they understand the situation and have their support. The GMS contract is coming to an end and we will see what the new contract offers and how it affects our finances. A discussion took place about the PCN role, and it was explained that was a decision from Government that monies for practices would be funnelled through them. It means we can get staff from then like one or two days a week whereas we wouldn't be able to hire them on our own.

10. Primary Care Network. Ted/Dawn/Ann.

I Have sent you all a copy of the minutes. We had to change the date. I raised the issue of the GMS contract.

Dr Michelle St. who was the PCN champion actually went through the GMS contract and it's renewal next year. I think a lot of it was just a bit over my head to be honest because there's some detail in there which I don't fully understand.

I have re-written the TOR as it is now being run/Chaired by the PPG, its now awaiting signature.

There is discussions going on with the 3 practices re joint working and how we can communicate better with patients. A suggestion was a question and answer session to be held in a central location where patients could submit questions to Clinicians and other services for greater insight as to what is available. This would be funded by the PCN.

I have sent you an organisation chart as requested of the PCN.

In respect of the Diagnostic centres not much was known about it, I questioned why we appeared to be left out as centres were in Luton, MK and Northampton. It seems Bedford has been left out. The PCN will take it up with the ICB.

11. A.O.B.

Future Meeting Dates.

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

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

The next meetings are on Zoom I would like to hear your views on the Days and times I propose. A discussion took place and it was agreed to keep as it is for the time being and to keep under review.