



Monkfield Medical Practice

### **Patient Participation Group Meeting**

Wednesday 26<sup>th</sup> February 5:45pm – 7pm

**Present:** Hannah Crisford (Practice Manager)  
Helen Ottaway (Patient Services Supervisor)  
PPG members: Anita Cameron, Ian Cameron, Pauline Rawlings,  
Fran Panrucker, Dragica Bezmalinovic

**Apologies:** Karen Lee – Chair of PPG  
Sarah Kidson - PPG Member

#### **Topics of conversation.**

#### **Update from previous meeting held on 27/11/2024:**

There was an article in the Cambourne Crier regarding Care Navigators outlining the role they carry out and to give patients an insight on the day-to-day tasks they incur. The team have moved away from the title of 'receptionist' as their role is to 'navigate' patients to best service to meet their needs.

Promotion of the NHS app is underway and will remain ongoing. We advertise through our website, in-house monitors in the waiting rooms.

DNA (Did Not Attend) Appointments have significantly dropped since the introduction of self-cancelling of appointments via reminder texts through AccuRx. Hopefully the drop will continue. AccuRx is a platform that is currently used alongside our operating systems to provide easier access for patients. It can be used to contact the surgery for varying reasons including booking appointments, requesting medication, referral queries, etc.

The Partners are discussing the implementation of a new DNA policy & multi-disciplinary team (MDT) implemented for high and/or frequent users of our primary care services.

#### **This meeting we discussed the following:**

**General Practice Improvement Programme (GPIP)** MMP have been involved in GPIP over the past 3 months looking at the entire patient journey through the practice and the processes within the practice that currently take place. Many hours and lots of meetings have ensued to achieve the high standards MMP stand for. The plan focuses on 4 main areas to improve. They are:

**Empower patients** – Improving NHS app functionality, Increase self-referral pathways and expanding community pharmacy.

**Implementation of modern general practice access approach** – roll out of digital telephony, easier access to help tackle the 8am rush, care navigation and continuity, rapid assessment and response.

**Build capacity** – Growing multi-disciplinary teams, expand GP specialist training, retention & return of experienced GPs, priority of primary care in new housing developments.

**Cut bureaucracy** – Improving the primary-secondary care interface, building on the 'bureaucracy busting concordat', streamlining IIF indicators and freeing up resources

**Staffing update** Finance & Temp NHS health check person in recruitment process, otherwise we are fully staffed. Team is embedded and continuity improved for long term care. Ongoing liaisons with the MMP team to retain members of staff.

**Training Practice** MMP is now registered as a training practice. Since this has happened we have had 3 GP Trainees and a GP returning to practice. HC outlined the benefits of having trainees at the practice .

**Winter cover** PCN funding over winter has been used to recruit time of a newly qualified GP & additional locum sessions to relieve the pressures on both primary and secondary care. This gave the practice 328 additional appointments between January & March.

**Work experience** MMP are happy to give student placements to those living in Cambourne who are interested in the medical world. We have now given 3 students placements and have a further 4 to arrange for 2025.

**Local community events** MMP feel it is important to work alongside the Cambourne community and have attended at two career events at Cambourne Village College.

**Positive feedback** Comments are often received and MMP feel it is very important to share these with the team as a whole as well as the individual concerned.

#### **Research update**

MMP have joined the INIDGO study which will explore the long term impacts on patients who have had cancer.

We are also getting a good response for CANRISK – finding women with a high genetic risk for cancer.

We are wrapping up the TIMES trial (insomnia in those with dementia) and RELIEF (an asthma inhaler trial).

We are waiting to hear back from several commercial studies and Rakesh has submitted a business case for our PCN to work as a single research unit, with MMP at the helm!

**Expansion** Further meeting with Council & Commissioners regarding building use on 4<sup>th</sup> March 2025. More info to follow after the meeting.

**Practice Development** Ongoing monthly closures to ensure staff training is up-to-date whether it be online training, basic lifesaving, and departmental meetings. These are important to ensure the whole team are following standard operating procedures (SOP). It works very well and is a great time to meet each other!

**Friends & Family Data** This is ongoing with all data visible online. Written feedback is also added and shared with the practice team. We take on board ALL comments whether good or bad. It is anonymous so it is difficult to respond to negative feedback when we do not know who it is from but will do our best to acknowledge.

**Covid vaccinations** The surgery will keep administering these until they run out and then patients will need to visit alternative sites such as pharmacies.

**Meridian Services** PPG unaware of services provided. Helen explained they use certain staff provided by the PCN such as Physios. She also explained about the Social Prescriber, Mental Health and Health Trainers. Group suggested promotion through the in-house TV screens, social media, The Crier?

**Any other business:**

**Covid vaccinations** The surgery will be starting these in April. More info to follow.

**Library** The library will closing for 3 months for a major refurbishment from Monday 24<sup>th</sup> March 2025. There will be remote mini library services available at the hub. Please see info at the library.

**Jardines Pharmacy** Explained the Pharmacy First Scheme. There are 7 illnesses that can be dealt with by the Pharmacist. They are:

- Uncomplicated UTI's in Women (16-64yrs old)
- Shingles (18yrs old and over)
- Impetigo (1yr and over)
- Infected insect bites (1yr and over)
- Sinusitis (12yrs and over)
- Sore Throat (5yrs and over)
- Acute Otitis Media (Ear Infection) (1-17yrs old)

There also seems to be some dispensing problems raised by a member of the PPG. We will raise this with Dr Rakesh Modi (GP Partner).

Meeting concluded at 7:10pm.

**Next meeting** Tuesday 20<sup>th</sup> May, MMP Meeting Room 1<sup>st</sup> floor, 5:45pm - 7pm