



Monkfield Medical Practice

Patient Participation Group May 7<sup>th</sup> 6pm – 7pm

**Present**

Dr Rakesh Modi - Partner

Hannah Crisford – Practice Manager & Partner

Karen Lee – Patient Group Member (Chair)

Sarah Kidson - Patient

Frank Anarfi - Patient Group Member

Fran Panrucker – Patient Group Member

Apologies

Fiona Ellis

**Topic of conversation.**

Rakesh updated the group on the changes that has been happening within the practice:

- The practice is now a research practice, giving opportunities for GP's to be involved with clinical research. This includes patients, and administration. There have been 10 studies so far this year with 3 more scheduled.
- More GP training, with scheduled half day closures on selected Wednesday's to allow this to happen. It has been beneficial to the practice to do this and has not thus far had any negative feedback from patients.
- There are 2 GP's in training.
- 8 new GP's have been recruited.
- Less need for referrals with the increase in staff
- There is now no need for locums, unless for Maternity cover
- With the expansion of Cambourne including West Cambourne there is an increase of approx. 350 patients a year. The practice will recruit per head of population as Cambourne grows. There are currently 13,000 households within Cambourne.
- Practice is at room capacity, seeking Section 106 funding from local developers to expand the practice to meet the demand.
- There are now extra resources to the practice with Meridian Primary Care Network (PCN)
- These include :
  - Physiotherapy

- Social Prescriber
  - Health Coach
  - Care Coordinator
  - Pharmacist
  - Pharmacy Technician
  - Menopause Café
  - Alcohol reduction services
  - Dementia Hub
- There is work experience at the practice for 6<sup>th</sup> form students who live within Cambourne

**Other topics of conversation:**

- Art Group – This has been running okay, but needs more resources to make it successful. Karen will provide a Brief to Rakesh and Hannah of the aims and vision of the Art Group to share with fellow partners and GP's to try and increase the membership.
- Karen will also provide a list of the types of materials the group need so this can be funded appropriately.
- **What are the challenges that the practice currently faces that the PPG could assist with?**
  - Long term health conditions such as high blood pressure, Diabetes – the practice currently invites people to have an annual check up on the month of their birth – but the uptake could be better.
  - Funding – currently, the practice receives £104 per patient per year.
  - Performance related pay
  - PPG Could increase awareness around regular checks for medication.
  - Increase in routine appointments, which should help cut down on “on the day” appointments.
  - Currently the practice is offering 75% face-to-face appointments and 25% phone appointments. Face-to-face appointments offer a better service and pick more up within such appointments.
  - There needs to be an increase of communications within the community about announcements and services within the practice. The website could be utilised more (currently only has a n X formally twitter link – no Facebook link, or any other social media platform).
  - PPG members could circulate Facebook announcements.
  - To help with the perception around staff, it would be helpful to do a “day in the life of”.
  - Parents of 14-year-olds, lose their right to medical records. This needs to be shared in the newsletter to make sure parents are aware, so they can apply for proxy access.
  - There is a quarterly newsletter – Rakesh to produce the next newsletter and share with Cambourne Crier

Next meeting scheduled for 17<sup>th</sup> of September in person, Meeting Room 1<sup>st</sup> floor 6pm-7pm.