

Notes of CMK Medical Centre PPG held on Wednesday 21st May 2025

Those present:

YB	CL	LF
JMo	RSt	SK
CR	RSu	

Apologies: JO, JMu

Welcome to new member: RSu. YB explained the purpose of the PPG. Confidentiality form signed.

Previous meeting notes Confirmed

Matters arising from the notes

Full names of meeting attendees required on meeting notes for members of the group. Will be changed to initials only before they go on website.

Online triage is now open to 6.30pm

Wording of appointment texts has been changed to be less blunt.

It was noted there is improvement of visibility of appointments on the NHS App

Potential MK PPG group

Agreed we are happy to join an MK wide PPG group. Suggestion came from Walnut Tree group. HealthWatch arranged this in the past but was not continued. YB advised the education room could be available for meetings if required

General Practice Update

20,841 patients

Regular searches for 'ghost patients'

Cervical screening non-attendance is time-consuming – 3 attempts made to contact.

Family and Friends (F and F) March-579 responses (out of a potential 9,800 – that's 20 days of 491 appointments per day). April – 494, out of which 359 were 'very good'.

The practice would happily investigate negative ones and those of concern, but they are anonymous. Suggestion made to publicise this high number of daily appointments.

March DNAs – 73 hours of appointments eg today – 10 DNAs (some 30 minute appointments)

Carers MK contract has gone to the Citizens Advice Bureau (CAB) who said they will continue the coffee mornings but so far not happened. Practice to continue with them on third Thursday of month from 10-12 with a social prescriber present.

There is also a Carers meeting every Wednesday 10-12 at Morrisons

Staff numbers = 45. Two companies outsourced – 'Interface' pharmacists carry out medication reviews and long-term condition reviews over the phone or in surgery if room available. 'Sparks' for clinical coding.

Nearly all staff are full-time except some GPs. There are currently 10 GPs, 1 Trainee GP and 3 regular locums (money from ICB pays for this)

Newsletter

Ideas for next one:

Promote all the services available when the practice is closed eg Bank Holidays ie Pharmacies and 111 online or by phone as 111 can book appointments in surgeries. Patients tend to say they have been 'denied an appointment' when no appointments are available so suggest an explanation in newsletter.

F and F results and explanation that practice cannot follow-up on concerns if anonymous Information about prescription pre-payment

Promote the need for women over 70 to self-refer to breast screening as national programme stops then.

Action: members who made the suggestions please send pieces for inclusion to Colin.

Any other business

When a GP needs an ambulance, the average wait is 4 hours as the practice is considered a 'place of safety' for the patient. Can mean staying into the evening causing delays to GPs.

Some discussion on whether there is the facility to cancel an appointment via the reminder text or only a request to cancel by phone or via AccurX. *Action: YB to check.*

Suggestion – give F and F questionnaire to patients attending the practice.

Mental Health advisor has left the practice. Shortage of mental health support everywhere Could leaflet racks be reinstated (removed during Covid)?

'Getting Started with the NHS App' leaflet is useful.

There is a company offering PSA tests for £25. No need - available at GP- should discuss request

Concern raised regarding long wait for blood test. Usually, 7-10 days but may still be a backlog from period of staff sickness. Yvette will check.*

MKUH labs having an upgrade on 13th June.

Health and Wellbeing Advisor recently gave a very good talk to the local Diabetes UK group.

While there he suggested attendees might ask their own GP practice to promote the availability and function of the role. There is a PCN board in CMK MC waiting room with a lot of information. Do people read it? Could each role be highlighted on a rolling basis?

*Post-meeting note – check found that routine tests are available from 2nd June and during the following week and then plenty thereafter. Urgent ones are currently every day.

Date of next meeting 16th July 2025