

## Marlow Medical Group Practice Meeting Minutes

18<sup>th</sup> February 2025 – 5pm

| Attendance |  |
|------------|--|
| Chair      | Hilary Parsons   |
| Minutes    | Jo Braybrooke  |
| Attendees  |  |
| MMG        | Victoria – Practice Manager, Annie Mulady - Patient Service Officer  |
| PCN        |  |
| PPG        | Jo Braybrooke; Jane Osborne, Sandie Anderson, Chris Charlton, Gail Ormiston-White; Perminder Nandhra; Karen Fraser |
| Apologies  | Jan Sambrook; Libby Bower  |

| Introduction and Minutes   |  |
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| <p><b>Minutes of last meeting – approved</b><br/>Hilary will sign and send to Perminder to upload onto the web site.</p> |  |
| Update from Annie Mulady on the Practice   |  |
| AM   | <p>A budget had been agreed for the redecoration of the public areas to the surgery. However, this was to remain confidential at the present time until quotes had been received and accepted and the work scheduled. The committee asked that they be involved with re-siting some of the notice boards etc.</p>  |
|  | <p><b>Actions/Decisions</b><br/>Unanimously agreed.</p>  |
|  | <p>Statistics for January<br/>Annie produced statistics for January:</p> <p>Currently registered patients – 27,384<br/>Klinik cases – 9695<br/>Face to Face appointments – 6551<br/>Telephone consultations – 3740<br/>PCN calls – 3162<br/>MSK appointments – 261<br/>Rapid Access Clinic appointments – 1870<br/>Home visits – 307<br/>Prescriptions issued – 10,338</p> |
|  | <p><b>Actions/Decisions</b></p>  |

| Did not Attend (DNA)          |  |
|-------------------------------|--|
|                               | <p>Annie was in touch with other surgeries to establish the best practices. Patients cancelling the night before was extremely unhelpful, but it is also very difficult to establish the reason for cancellations. Patients should also be asked to check their details.</p> <p>January DNA – 396 – 117 of these were booked on the day (97 hrs of appointments)</p>   |
|                               |  |
| PPG Web Site                  |  |
|                               | <p>Perminder has removed links that were duplicated on the main site.</p> <p>It was noted that the MMG October minutes were on the web site and the PPG web site is out of date.</p>   |
| PN<br>AM                      | <p><b>Actions/Decisions</b></p> <p>Perminder to work with Raymond to completely update both the PPG and MMG web sites</p> <p>Annie would also work with Raymond to check on the MMG web site and update.</p>   |
| Practice Newsletter           |  |
|                               | <p>This should be produced quarterly and only if something of interest should be noted.</p>  |
| AM                            | <p><b>Actions/Decisions</b></p> <p>Annie agreed to work with Raymond on this.</p>  |
| PPG Facebook Page             |  |
|                               | <p>Agreed that this should give details of the Workshop in a Box – shaping the NHS, Pharmacist Survey etc</p> <p>Noted that the HealthWatch road show to be held on the 7<sup>th</sup> March between 1.00 – 3.00 at The Arc Cafe</p>   |
|                               | <p><b>Actions and Decisions</b></p> <p>Agreed this would be better attending if held maybe in an evening or weekend.</p>   |
| Patient Feedback Analysis     |  |
|                               | <p>Only 421 comments received which is a very small sample out of the 27,384 patients in the practice. It is difficult to analyse how many patients have complaints and on what issues.</p>  |
| AM/PN                         | <p><b>Actions/Decisions</b></p> <p>Annie would pull up data from December and January from Patient, Friends and Family comments</p> <p>Agreed Hilary's husband be co-opted on to the committee to assist Perminder with analysing data. A subgroup should be formed, and it was important to also portray positive feedback.</p>   |
| Update from Aylesbury Meeting |  |
|                               | <p>Hils gave a brief update of the meeting. Hospital at Home appeared to be working well – equipment is taken into the homes of suitable patients which enabled them to stay in their own environment rather than having to stay in hospital. The suitability of patients receiving this care was done mainly through the surgeries.</p> <p>A survey was being carried out regarding vulnerable migrants and how to help them access medical care etc.</p> |

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|                | Information for children and parents was considered to be an important item for 14-19 year old and this could be shared through schools but parents must also be informed of their children's rights to privacy. |
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| AOB            |  |
|                | Tabards – it would be beneficial if tabards could be worn by PPG members at any events in order that patients could know immediately who to speak to if they required help/information.                          |
| AM             | <b>Actions/Decisions</b><br>Annie agreed to investigate this   |
| KF             | Health Awareness week<br>Karen agreed to look into other sites on which we could possibly piggy back.  |
| Next meeting   |  |
|                |  |
|                | <b>Actions/Decisions</b>   |
| Meeting closed |  |
|                | The meeting closed at 6.10pm   |
|                | <b>Actions/Decisions</b>   |
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| Dates of future Meetings |  |
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| Monthly                  |  |