

Maple Surgery PPG Update: January 2024

December 2023 – January 2024

Patient list –The current list size of the practice is currently **4018 patients**

Appointments - In the month of October we delivered **1583 appointments**
Unfortunately, DNA'd appointments **94 appointments**
(Not attended by/or cancelled by the patient)

Surgery update

Maple Surgery's directly employed clinical and admin staff remains unchanged since the November PPG meeting. Our HCA is now offering an extra day of clinical resource meaning greater appointment availability for blood tests, health checks etc. We continue to work closely with our pool of regular locum GP's and ANP's who provide a continuous rota of clinical provision to the practice, all of these staff (although CGPN sourced 'local' locums) continue to be heavily invested in the growth and development of the surgery.

As reported in November additional PCN (Primary Care Network) Clinical Pharmacist and Pharmacy Technician support was being implemented at the surgery. I am pleased to report that the additional support these roles have provided to the practice already has been excellent.

Medication requests and structured medication reviews are now primarily being managed by these two new staff members. Consequently this allows for greater appointment capacity for the GP and ANP on a daily basis. Also, they are helping to align patients' medications to help to stop the previously discussed issue of not all prescription items being authorised, meaning repeated visits to the pharmacy and surgery.

Surgery Contract Update

The surgeries current contract (NHS APMS 'Caretaker' Contract) comes to an end on the 31st March 2024, it has been held since the 1st February 2023 by Cambs GP Network Limited who as we know stepped in at the very last minute to be able to keep the practice open and maintain services to our patients due to the previous provider MKGP Plus Limited going into Voluntary Insolvency.

Mark Wallington the Chief Executive for Cambs GP Network will be attending the meeting to provide an update on the surgery's contract.

Current Recruitment

Incoming

Cambs GP Network are currently interviewing for the Practice Manager position.

Outgoing

Charlie McDowell – Practice Manager – Last Day 26th January 2024

Posts being advertised

Salaried GP	Live advertisement
Lead Practice Nurse	Live advertisement

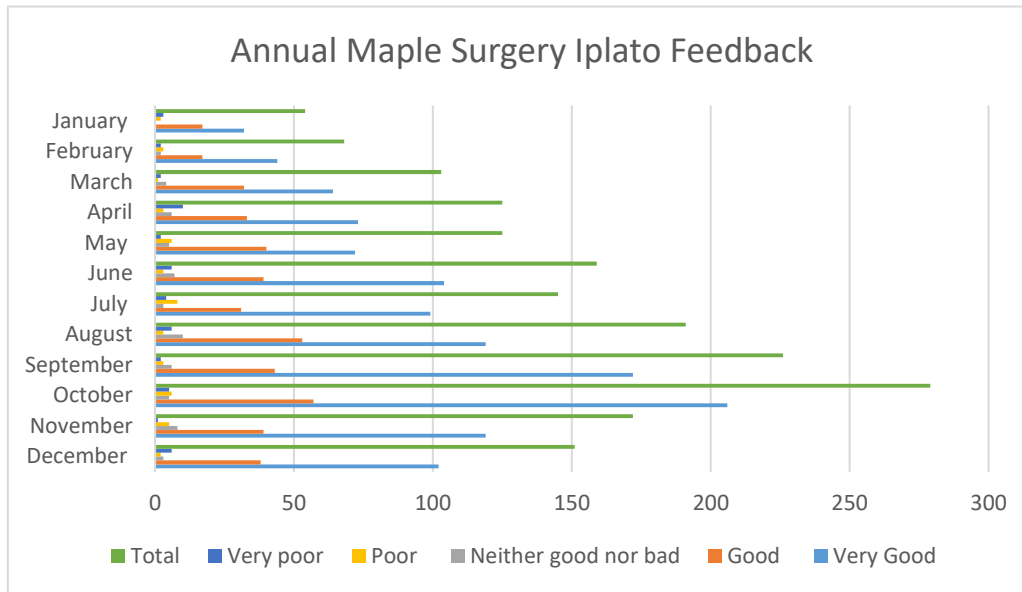
Practice Manager Candidates shortlisted and interviews being arranged

Planned closure days for staff training

- Thursday 29th February – 2pm onwards
- Wednesday 27th March – 2pm onwards

Patient feedback

2023 Feedback – Iplato January 2023 to December 2023



Positive

- A thorough review of tests needed. A very positive experience. The doctor new his stuff.
- The Doctor was thorough and knowledgeable and very prompt in dealing with my issues. Very happy patient here.
- Professional, friendly interaction received from the Doctor and Reception.
- From the moment I walked in to the moment I walked out everyone was helpful
- Great improvement since last year
- I got a same day appointment. The doctor checked everything and asked lots of questions. Gave instructions if no improvement over next 48 hours and booked a follow up appointment
- I had a visit today at the maple surgery, the male nurse, Valentin was very patient, understanding and polite. A credit to the surgery
- The lady doctor was amazing, I took my grandson for a 12 month check-up who has learning problems so her softness and understanding made his visit easier
- Made a refreshing change to have a Doctor that seemed to care. Probably another locum as usual, but a nice man, nonetheless.

Negative

- The doctor didn't seem particularly interested in my health issue and I left with more questions than answers
- The Dr I saw was simply not interested in seeing patients, appear flippant and quiet rude as well