

Maple Surgery PPG Update:

11th July 2024 PPG Meeting

Reporting Period:

July 2024

Patient list –The list size of the practice is currently

3955 patients

Appointments - In the months of June-July 2024 we delivered
During the months of June to July 2024 DNA'd appointments
(*Not attended by/or cancelled by the patient*)

2630 appointments
78 appointments

Surgery Update

Maple Surgery's directly employed (CGPN) staff remain unchanged.

The PCN (Primary Care Network) provide Additional Roles Staff to the surgery, we do not have any changes to report.

System One Connect

We have a new add on to our clinical system which is called SystemConnect, this is a Total Triage solution. Patients can access the service using a smartphone app, website, phone call or in person at reception. Responsibility is allocated to the correct team and priority is flagged automatically. Patients receive replies via their preferred communication route, whether that be a letter, video consultation, phone call, app notification or email.

Social Media

The surgery now have a new facebook page which is available for all to join. Any suggestions on what to add to this page are welcome!

Surgery Contract

The contract for the practice (NHS APMS 'Caretaker' Contract) for Maple contract is secured in place with Cambs GP Network Ltd and NHS England for a minimum of the next 4 years (as of 1st April 2024), with the option to extend for a 5th year prior to a re-tendering process.

All contractual observations and reporting are through Mark Wallington the CGPN CEO, myself Sophie Ladds and the Cambridge & Peterborough ICB Commissioning leads.

We are very pleased to be able to continue to offer the level of service we have over the last year as the caretaker.

Current Recruitment

Incoming

We have successfully recruited a Practice Manager, subject to DBS and references. He will be working 3 days a week to include a Friday. He starts on Monday 29th July.

We have also successfully recruited a Salaried GP, again this will be subject to references and a DBS also. We are out for recruitment again for a second GP.

Outgoing

None

Live Adverts

Salaried GP

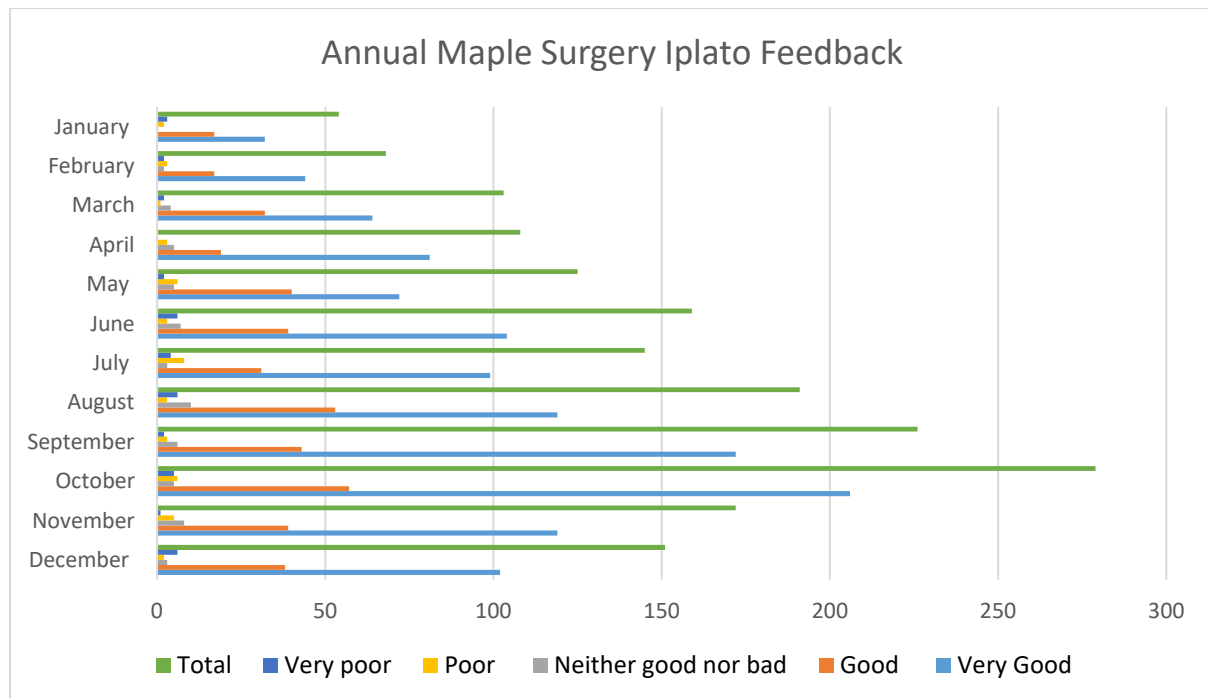
Lead Practice Nurse

Planned closure days for staff training

Wednesday 17th July 2pm-6pm

Patient feedback

2024 Patient Feedback – extracted from Iplato for the period of 01/06/2024 – 31/07/2024



Positive. efficient

Great Nurse Lyudmila, very knowledgeable

Dr Labieniec was amazing. She listened to my problems, explained what she would do to help. Awaiting an urgent X-ray appointment. Then go back to see her to go onto the next step of the plan. A lovely lady, so kind and understanding . Couldn't wish for a better GP

Very kind staff, helping as best they can

Didn't have to wait to long to be seen which was good

Very caring and professional and seen on time

The doctor made me feel listened to and we came up with a suitable plan of action together

Reasonably punctual and explained what was wrong and promptly sent prescription to Tesco pharmacy

The reason I gave my rating because I was seen on time and received very good information with the treatment moving forward after the doctor had examine and diagnosed what the problem in a very clear way

Appointment was running on time practitioner was very helpful

Bar Hill is a great surgery with helpful staff

All members of the surgery are very polite and carrying professionals. They are friendly and easy to approach. Apart from the check or treatment for which you are booked, they offer further, wither checks linked to patients holistic health. Im definitely happy to be their patient. Thank you"

Negative

My appointment time with the nurse was 10.40am and I was not seen until 11.05am.