

**Maple Surgery PPG Update:**

**30<sup>th</sup> May 2024 PPG Meeting**

**Reporting Period:**

**April 2024**

**Patient list** –The list size of the practice is currently

**4018 patients**

**Appointments** - In the month of April 2024 we delivered  
During the month of April 2024 DNA'd appointments  
(*Not attended by/or cancelled by the patient*)

**1839 appointments**

**96 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 also have a new Community Matron Gillian Hurst to complement the existing Personalised Care Team

**Community Matron**

Community Matrons are senior nurses with enhanced skills that includes independent prescribing, physical assessment and advanced care planning to facilitate and promote independence for patients in the community through proactive case management.

**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 1<sup>st</sup> April 2024), with the option to extend for a 5<sup>th</sup> 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 currently have a locum Advanced Nurse Practitioner (Nicola Aldridge who is working two full days per week at the Surgery.

**Outgoing**

None

**Live Adverts**

Practice Manager

Salaried GP

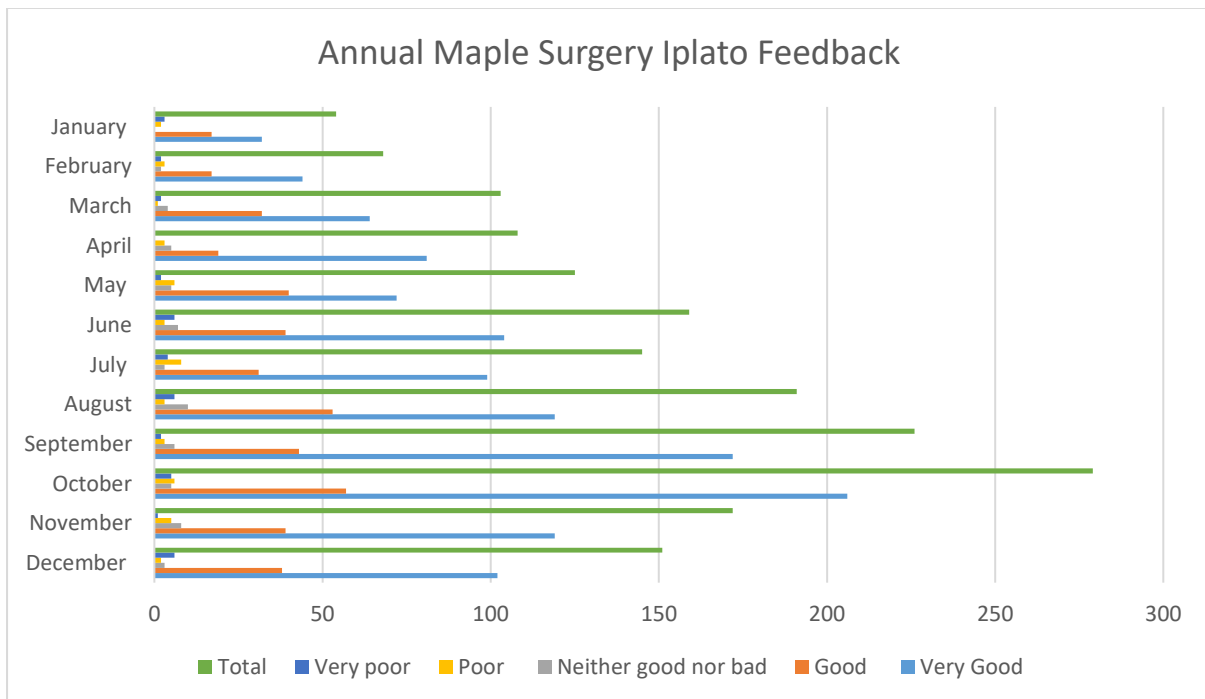
Lead Practice Nurse

**Planned closure days for staff training**

Tuesday 18<sup>th</sup> June 2024 2pm-6pm

**Patient feedback**

2024 Patient Feedback – extracted from Iplato for the period of 01/01/2024 – 29/05/2024



**Positive**

- Excellent very friendly, helpful and patient. It was a pleasure
- Very friendly and professional punctual and helpful
- Everything was on time person I saw was very polite
- The nurse was thorough and caring. I am sure she was very busy, but I did not feel rushed and felt very listened to
- Lucy the nurse explained my test results very clearly. She was easy to talk to and gave me opportunities to ask questions
- The staff were very welcoming

**Negative**

The GP had no idea why she was calling me for an appointment your surgery told me I had to book