

The Ranworth Surgery

Patient Participation Group (PPG)

“THE PATIENT’S VOICE”



**PPG Meeting held at the Meeting Room, Clacton Hospital
at 2pm on September 22nd, 2022**

Minutes

Present:

Keith Beaman	KB	Chairman Ranworth PPG
Monica Beaman	MB	PPG Member
Rosemary Fellowes	RF	PPG Member
Gary Fellowes	GF	PPG Member
Steve Cole	SC	PPG Member (Deputy Chairman)
Carol Cannon	CC	PPG Member
Tony Cannon	TC	PPG Member
Mick Greenslade	MG	PPG Member
Debbie Glasby	DG	PPG Member
Jane O’Shea	JO	Ranworth Practice Manager

ITEM		ACTION
1.0	<p>Prior to the meeting JO gave a tour of the new offices and consulting rooms to be used as a temporary overflow for Ranworth staff, until new premises are ready.</p> <p>Welcome: K.B. welcomed everyone to the meeting, and he greeted two new members, Carol and Tony Cannon to their first meeting.</p>	
2.0	<p>Apologies: K.B. registered the names of Christine Frahm (CF) Kathryn Hutchinson (KH) and Lisa Scott (LS)</p>	
3.0	<p>Acceptance of the Minutes of the previous meeting on May 19th 2022.</p> <p>The minutes were accepted as a true record.</p>	ALL
4.0	<p>Matters Arising</p> <p>A) <u>Temporary Accommodation for Ranworth Surgery</u></p> <p>The meeting was held at Clacton Hospital to enable everyone to have a look at the new temporary accommodation, which is being used to reduce overcrowding at Ranworth Surgery, until such times as our new building becomes available.</p>	ALL

	<p>B) Lung Health Pathway Update.</p> <p>Following on from our last meeting where we were given a presentation on the Lung Health Pathway, KH has volunteered to take part in an assessing and establishing of this pathway.</p> <p>C) Covid Booster Vaccination/Flu Update</p> <p>JO explained that with extension of surgery hours the practice did not have the capacity to embark on the next round of Covid Vaccinations, and this will be done externally. Flu Vaccinations will take place as normal.</p> <p>D) New Confidential agreement for PPG Members.</p> <p>This was adopted at the last meeting, and all PPG members are requested to sign a copy of the agreement</p> <p>E) Ranworth Times Autumn 22</p> <p>Copies were distributed. KB explained that the main thrust of the publication was to build better communications with patients/staff so enabling them to access/provide the Primary Care Services required in the most efficient way. This included the views of various staff members on how they felt patient pathways could be improved.</p> <p>By using online booking for appointments, for example, long waits on the telephone could be avoided.</p> <p>Questions were asked about the telephone queuing system at the practice. On phoning the practice patients are offered three choices, Reception, Prescribing, or Admin, but there is only one queuing system, hence the long delay. JO explained that this could not be changed.</p> <p>KB asked members of the group to support all the points raised in the Newsletter, and to spread the word to patients. Promoting the online system saves time for the patient and for the staff.</p> <p>CC suggested that patients would benefit from being given a starter pack on how to get the best out of the online services. JO says that this has been taking place for the last 6 months and was surprised that TC and CC had not received a pack on their registration with the surgery.</p> <p>CC also asked about non-verbal patients, and JO stated that internal procedures were in place to accommodate their needs.</p>	<p>JO</p> <p>KB</p> <p>ALL</p>
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	<p>TC mentioned that on moving to the area he had a problem obtaining his prescription, and that the 111 service was very helpful in resolving the problem.</p> <p>JO mentioned that the surgery always welcomes positive and constructive criticism. She also mentioned that the Covid pandemic taught the surgery that a lot of issues can be dealt with over the telephone, and that telephone triage works very well.</p> <p>MG asked about medicine reviews, and again many of these issues can be dealt with by phone, although, depending on the medication, sometimes further face to face consultations may be required.</p> <p>TC asked about repeat prescriptions, and JO responded by stating that the practice is only allowed to prescribe medications for 28 days, but repeat dispensing processes allow a six months supply to be issued, but only issued by the chemist one month at a time.</p> <p>F) Additional Access to patient records.</p> <p>NHS Digital has been running pilot studies whereby patients have access to their current medical record, including clinician's reports. Hopefully this will go live in Tendring on 1st November. We are waiting to be informed of how we let patients know about the changes, and this will be yet another reason for patients to use the online services.</p> <p>KB asked the group to spread the word to get more people to use the NHS App to access their records.</p>	<p>ALL</p> <p>ALL</p>
<p>5.0</p>	<p>Tendring PPG Liaison Group.</p> <p>The PPG Liaison group used to meet every 2 to 3 months, with representatives from practices all over Tendring, and we used to exchange ideas and experiences, which was very useful. Since the CCG is no longer in existence, the Liaison group has not met, and there seems to be limited interest from the ICB in having any input from the Liaison Group.</p>	<p>KB</p>
<p>6.0</p>	<p>Extended Hours for Appointments</p> <p>A questionnaire was sent out and a national decision has been made to extend appointment hours. As from 1st October appointments will be available from 8.00 am to 8.00 pm on weekdays, and from 9.00 am to 5.00 pm on Saturdays. Evening and weekend sessions will be at Kennedy Way, where there is good patient parking, but limited public transport. All routine/non-urgent appointments will be bookable within 14 days.</p>	<p>JO</p>

	The current triage process will continue by telephone on Mon-Fri between 8am and 10am for same day appointments. (Telephone/Face to Face)	
7.0	<p>Ranworth Primary Care Network (PCN)</p> <p>The PCN web site is accessible from the Ranworth Website (Blue button on the left, halfway down the Ranworth site)</p> <p>This contains the Practices, Support Services and Performance figures. Performances should improve once the extra hours begin to have the desired effect.</p>	ALL
8.0	<p>Development of new Surgery at Clacton Hospital</p> <p>Plans are in hand to convert the current mental health wards into suitable premises for Ranworth Surgery. No date has been given, but once the work has been done Ranworth Surgery will move in and the old premises and the new temporary accommodation will no longer be required.</p> <p>The Practice will then be on the same site as the new diagnostic centre, which will include CT and MRI scans, Phlebotomy and Endoscopy services.</p>	KB/JO
9.0	<p>Any Other Business</p> <p>The last Clinical Quality Commission (CQC) Practice Review was carried out in 2018, but there have been monthly virtual reviews taking place during Covid. The next on-site review is imminent, and the Practice is preparing for it.</p> <p>The Iceberg Poster was displayed and is designed to demonstrate to patients all the activities that go on in the Practice, that may not be seen, but are essential for the Practice to run efficiently. JO will put the poster on to the website</p> <p>Date and venue of Next Meeting: Thursday 15th December 2022 at 2pm in The Kennedy Way Medical Centre</p>	JO

Reply to: PPG Chairman – Email: ppgranworthsurgery@gmail.com