

The Ranworth Surgery

Patient Participation Group (PPG)

“THE PATIENT’S VOICE”



**PPG Meeting held at the Kennedy Way Medical Centre
Thursday September 21st 2023**

Present:

Keith Beaman	KB	Chairman
Steve Cole	SC	Vice Chairman Ranworth PPG
Gary Fellowes	GF	PPG Member
Jane O’Shea	JO	Ranworth Practice Manager
Rosemary Fellows	RF	PPG Member
Mick Greenslade	MG	PPG Member
Angela Smith	AS	PPG Member
Sandra Coxell	SCL	Ranworth Project Manager
ITEM	ACTION	
1.0	Welcome: KB welcomed everyone to the meeting, introducing AS to the group as a new member, and introducing SCL who came to talk about askmyGP	
2.0	Apologies: KB registered apologies from Lisa Scott, Christine Frahm, Lynsey Bessant, Kay Hutchinson, Debbie Glasby, Monica Beaman and from Anthony and Carol Canon	
3.0	Acceptance of the Minutes of the previous meeting on 22nd June 2023. The minutes were accepted as a true record.	ALL
4.0	Matters Arising A) Update of events regarding the development of a new surgery for Ranworth – KB explained to new members of the group the saga of the last seven years of negotiations and discussions of new premises for Ranworth Surgery. The promise of new premises at the Clacton Hospital site, and the lack of progress over the years. Our local MP, Giles Watling had been contacted, but apart from a letter of acknowledgement, the PPG have received no further communications from him. A meeting with Dr Shamshad and	KB/JO

	<p>Giles Watling took place at the home of Anthony and Carol Cannon in the Spring when Giles confirmed his support for our cause.</p> <p>In June Dr Shamshad made the decision not to move to the Clacton Hospital site as the costs were not financially viable. The I.C.B was contacted to see if there was any scope for reducing the cost of these high service charges and the facilities management fees for the premises, but as of today there has been no response, despite several reminders from the I.C.B. Dr Shamshad believes that unless there is a reduction in these costs that the only way forward will be to remain a “Partner owned premises model”.</p> <p>Dr Shamshad has been looking at extending his existing premises, to create more space, but this would not be as good, as a new build for a long-term solution.</p> <p>It was also mentioned that the PCN has now moved out of the hospital, because of these high costs, and are now located at the Kennedy Way Medical Centre.</p> <p>B) askmyGP – Sandra Coxall gave a presentation on this new on-line consultation tool that will be coming live in the next few months. This will give patients better access, providing a workforce system that directs patient’s enquiries to the correct person, so that a rapid response can be provided.</p> <p>It is a new on-line tool that will work in conjunction with the present System On-Line, that should enable appointments to be made on line, and so reduce the number of telephone calls coming in to the Practice (by up to 70%), and making it easier for patients and less time consuming for practice staff. The Practice is aware that telephone waiting times are at present unacceptable.</p> <p>The system was due to go live in October, but the start date has been delayed so that appropriate amounts of training can be put in place to make sure that it runs smoothly when it does go live. The system is up and running in some 250 practices nationally and the feedback is very positive.</p> <p>The system is similar to WhatsApp, in that patients type in a request for an appointment, or for information, and a reply is received within a short space of time, certainly the same day. Patient will need to go onto the Ranworth web site to register with askmyGP and to set up a password on the first occasion of using the service, but it is planned that eventually there will be a askmyGP app to download on to your mobile phone.</p> <p>KB mentioned some national statistics stating that nationally 87% of the population have access to a smart phone (including 69% of over 65’s). 66 million people in the UK are</p>	<p>KB/JO</p> <p>SCL/JO</p>
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	<p>regularly using the internet, but 25% of over 65's cannot access the internet from home.</p> <p>SCL reassured everyone that patients without internet/mobile phone access would still be able to phone the practice, when the queues should be much smaller.</p> <p>C) CQC Inspection – JO said that there was no further news as to when the inspection is likely.</p>	
5.0	<p>Ranworth Times</p> <p>The Autumn edition will be put on hold until we know the date that askmyGP goes live, then we can use this edition to announce the launch of the new on-line booking system.</p>	KB
6.0	<p>Staff Changes: Liam O'Shea has been seconded to cover maternity leave for a GP assistant.</p> <p>Luke Smith is leaving admin and going off to university.</p> <p>Lianne Redgrave is leaving the reception team.</p> <p>All three vacancies will be filled very shortly.</p>	JO
7.0	<p>Any Other Business</p> <p>KB informed everyone that we have renewed our membership with the National Association of PPG's.</p> <p>Below you will find a link to the NHS Confederation of Jargon and Acronym Busters which enables patients to access the meaning of some 1000 NHS abbreviations currently being used.</p> <p>https://www.nhsconfed.org/publications/acronym-buster</p>	ALL
8.0	<p>Date and venue of Next Meeting: 18th January 2024, 2 PM at the Kennedy Way Medical Centre.</p>	KB