

The Ranworth Surgery

**Patient Participation Group (PPG)**

**“THE PATIENT’S VOICE”**



**PPG Meeting held at the Kennedy Way Medical Centre  
at 2pm on February 24<sup>th</sup>, 2022**

**Minutes**

**Present:**

Keith Beaman	<b>KB</b>	Chairman Ranworth PPG
Monica Beaman	<b>MB</b>	PPG Member
Rosemary Fellowes	<b>RF</b>	PPG Member
Gary Fellowes	<b>GF</b>	PPG Member
Steve Cole	<b>SC</b>	PPG Member
Christine Frahm	<b>CF</b>	PPG Member
Mick Greenslade	<b>MG</b>	PPG Member
Debbie Gladsby	<b>DG</b>	PPG Member
Jane O’Shea	<b>JO</b>	Ranworth Practice Manager

<b>ITEM</b>		<b>ACTION</b>
<b>1.0</b>	<b>Welcome:</b> K.B. welcomed everyone to the meeting, and he also welcomed another new member, Gary Fellowes to his first meeting.	
<b>2.0</b>	<b>Apologies:</b> K.B. registered the names of Lisa Scott.  <b>Post Meeting apology:</b> Kathryn Hutchinson	
<b>3.0</b>	<b>Acceptance of the Minutes of the previous meeting on October 28<sup>th</sup>, 2021.</b> The minutes were accepted as a true record.	<b>ALL</b>
<b>4.0</b>	<b>Matters Arising</b>  a) A review of the Winter edition of the <b>Ranworth Times</b> . The general opinion was that it was informative and educational and had a professional quality finish. C.F. asked if an article on the TCVS could be included in the Ranworth Times, and R.F. suggested that U3A be included (Both these are linked to social prescribing).  b) The on-going possibility for temporary rooms to be used at <b>Reckitts Lodge</b> was discussed. Purpose to create additional rooms back at the Ranworth Surgery. The accommodation at Recketts Lodge would be used	<b>ALL</b>

	<p>for Primary Care Network and Ranworth admin staff and clinical work that took place exclusively on the telephone. It is not intended for use by patients as it is intended to keep all face-to-face appointments at Ranworth.</p> <p><b>Post Meeting Note:</b> Dr. Shamshad has indicated that negotiations are proceeding well in obtaining temporary additional rooms and it is hoped a final decision can be made in the next two weeks.</p> <p>c) <b>CCG Toolkit for establishing new PPG's:</b> How to establish a PPG. K.B. read document and concluded there were two items we need to address to comply with the CCG toolkit.</p> <ol style="list-style-type: none"> <li>I. Firstly, that our group needs a Deputy Chair and Minute Secretary. This would allow the PPG to function normally in the absence of the current Chair as well as provide day to day support for the Chair. Therefore, the meeting agreed that expressions of interest for either role would be welcomed from the PPG members. (please email the Chair with your expressions of interest in the first place to <a href="mailto:ppgranworthsurgery@gmail.com">ppgranworthsurgery@gmail.com</a> ).</li> <li>II. Secondly, a Confidential Agreement needed to be introduced to all PPG members with particular concern for patients' personal and clinical data. A draft document was given to J.O. by the Chair for consideration and approval by the doctors and practice management. The Chair took the opportunity at this point to remind all PPG members that PPG meetings were not the forum for discussing personal and clinical details of any Ranworth patient. <b>(Post meeting note:</b> This has now been approved by Dr Shamshad and will be introduced at our next meeting.)</li> </ol>	<p><b>KB</b></p> <p><b>ALL</b></p> <p><b>KB/JO</b></p>
<p><b>5.0</b></p>	<p>a) <b>Reception / Waiting Room:</b> The issue of noise and confidentiality was discussed. Currently the waiting room and reception desk are in the same room for the patients. The reception staff are shielded by a protective partition to keep them safe. (The removal of this partition is not a matter for discussion.) The waiting room has a TV screen and a radio to provide background noise which reduces the possibility of those in the waiting room from hearing conversations at the reception desk. This in turn</p>	<p><b>ALL</b></p>

	<p>also makes it harder for those patients at the reception to hear and understand the reception staff (especially those with hearing aids). The practice management have recently installed a two-way microphone system operated by the staff to seek to overcome this difficulty. Finally, if people raise their voices this too can have an impact on data confidentiality. Should this be the situation the patient can request a more private area to discuss their information with the staff member.</p> <p>The discussion concluded by J.O. agreeing to investigate the implementation of a loop system for the hard of hearing and patients who use hearing aids.</p> <p>The meeting in general agreed that until Ranworth Surgery moves to a new building at Clacton Hospital they will be unable to make any further changes.</p> <p>b) <b>Covid update:</b> Ranworth have been pleased by the uptake of the Covid vaccine by patients aged 12+. Recently however the uptake by patients 5-12 years old has been much lower. The Government have now announced a 2<sup>nd</sup> booster for those 75+ and for all those with low immunity aged 12-74. This booster will take place at the Ranworth Surgery as the use of the Hospice building in Jackson Road will end on 31<sup>st</sup> March as the building has now been sold by the Hospice.</p> <p>c) <b>MS TEAMS:</b> It was agreed that if in the future the PPG could not meet face to face, they would endeavour to hold meetings using the NHS preferred system of Microsoft teams.</p>	<p>ALL</p> <p>KB</p>
6.0	<p>a) <b>Primary Care Network (PCN):</b> A list of members of the Ranworth Medical Group PCN was read out and a copy is attached as <b>Appendix A</b> to these minutes.</p> <p>It is also proposed that the PPG Chairs will establish new communication links with the Ranworth Medical Group PCN.</p>	<p>ALL</p> <p>KB</p>
7.0	<p><b>Clacton Diagnostic Centre:</b> Details of this new centre currently being established were shared with the meeting and a document is attached as <b>Appendix B</b>.</p>	<p>ALL</p>
8.0	<p><b>A.O.B.</b></p> <p>a) K.B. has asked J.O. to advise how patients who are hard of hearing or visually impaired are communicated with on reception. J.O. is currently reviewing this with</p>	<p>KB/JO</p>

	<p>the staff and will produce updated protocols where needed.</p> <p>b) K.B. asked J.O. and the PPG members whether Ranworth should apply for <b>The Veterans Friendly Accreditation</b> as encouraged by the Royal College of General Practitioners (RCGP). To be investigated further.</p> <p>c) <b>The National Association of Patient Participation (NAPP)</b> have advised that there are now more than 1,000 acronyms (abbreviations) in use within the NHS. To obtain a list of these acronyms please refer to the following website which is a handy acronym buster website.  <a href="https://www.nhsconfed.org/publications/acronym-buster">https://www.nhsconfed.org/publications/acronym-buster</a></p> <p>d) <b>The Care Quality Commission (CQC)</b> currently have a backlog of inspections due to Covid. However, priority will be given to those inspections where there is evidence of risk of life or an immediate risk of serious harm to people/patients.</p> <p>e) <b>Social prescribing link workers:</b> Ranworth currently send referrals to social prescribers as deemed necessary for our patients. To see further information, refer to the following website. <a href="#">NHS England » Social prescribing</a></p> <p>f) <b>Access to patients records through the NHS app.</b> From April 2022 patients with online accounts will be able to view their general practice medical records in a more comprehensive manner. For detail of how this is intended to work, please refer to the following website.  <a href="https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/accelerating-patient-access-to-their-record">https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/accelerating-patient-access-to-their-record</a></p> <p>g) <b>A request by Claire Corbett, ICS Cancer Transformation Programme Lead</b> has been received to address our PPG on a project concerning targeted screening for Lung Cancer. A Lung Health Pathway is being developed and implemented in the Tendring area. Our PPG members questioned the benefit of addressing a relatively small group. K.B. will talk further with Claire.</p>	<p>KB/JO</p> <p>ALL</p> <p>ALL</p> <p>ALL</p> <p>KB</p>
9.0	<b>Date and venue of Next Meeting: Thursday May 19<sup>th</sup> at 2pm in The Kennedy Way Medical Centre</b>	ALL

Reply to: PPG Chairman – Email: [ppgranworthsurgery@gmail.com](mailto:ppgranworthsurgery@gmail.com)