**The Ranworth Surgery**

**Patient Participation Group (PPG)**

**“THE PATIENT’S VOICE”**

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| **PPG Meeting held at the Kennedy Way Medical Centre**  **Thursday February 29th 2024** |

**Present:**

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| 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 | |
| Monica Beaman | | **MB** | PPG Member | |
| Lisa Scott | | **LS** | PPG Member | |
| Carol Canon | | **CC** | PPG Member | |
| Tony Cannon | | **TC** | PPG Member | |
| Dr. F Shamshad | | **FS** | Ranworth GP | |
| **ITEM** |  | | | **ACTION** |
| **1.0** | **Welcome: KB** welcomed everyone to the meeting. | | |  |
| **2.0** | **Apologies: KB** registered apologies from Lynsey Bessant and Debbie Glasby, | | |  |
| **3.0** | **Acceptance of the Minutes of the previous meeting on 21st September 2023.**  The minutes were accepted as a true record. | | | **ALL** |
| **4.0** | **Matters Arising**   1. **Update of events regarding the development of a new surgery for Ranworth**   Dr Shamshad arrived and was welcomed by KB.  Dr Shamshad stated that there had been no progress in finding a new building for the Practice. The Practice was the 2nd or 3rd worst in terms of the number of patients per square foot of floor area. He has offered to rebuild on the same site and to look at other NHS sites, but both options had been rejected by the ICB.  The existing building, which originally looked after 5000 patients, now has 9,300 patients and rising as the Practice is not allowed to close its patient list and housing development continues within our catchment area.  Dr Shamshad feels that the ICB has no money for improving the current premises, and there is no scope to reduce the catchment area, and equally he has given up any hope of new premises.  He feels that things will only change when he retires and reclaims the building, only at that point will the ICB have to find new premises.  RF and GF suggested that the PPG should arrange an urgent meeting with the ICB (Anthony West) to express their concern about the present premises, that they may not be compliant with current NHS Health and Safety standards.  Suggestions were made that a petition should be considered as a way of bringing attention to the above issues. Relevant information/statistics from the Practice would be needed of course to allow the execution of such proposals.  **Post Meeting Note.**  After a week to allow time to reflect on the PPG meeting and specifically the proposals made regarding concern over the Ranworth Surgery building capacity the PPG Chairman met with the Ranworth management on Thursday 7th to agree the best way forward. After an hour of detailed discussion, it was concluded that now was not the time to raise a petition or survey as suggested by the PPG meeting. It was recognised that the members proposals were made of genuine concern for the long-term future of Ranworth’s Primary Care Services and that at a future date these may well be the right way forward at which time the practice would work in partnership with the PPG.  The PPG Chairman was assured that in the meantime that the service was not at risk as there were still several ways, yet to be introduced, of how to meet the future demands, such as, changes to internal working practices and the introduction of the new NHS Pharmacy First programme which has the potential to reduce demand by Ranworth diverting certain minor cases to our local chemists.  The patients currently value and enjoy a very professional and caring GP service at Ranworth which has been endorsed by the feedback received since the introduction of the askmyGP appointments system.  Please be assured that the Ranworth Management and the PPG will be monitoring the capacity situation very carefully in the future as we are determined not to put at risk the excellent GP service, we all currently receive.  Finally, we will also seek to open a constructive dialogue with the appropriate people at the Integrated Care Board (ICB).  **B)** **Review of the Implementation of “askmyGP”**  JO asked the Group if anyone had used the new service, and those that had were very pleased with it, saying it was much easier to get through and to make an appointment than the old telephone system.  JO explained that this was the same feedback she was getting from patients, 80% felt it was an improvement, and there has been a lot of positive feedback from patients.  However, staff at the Practice, although spending less time on the telephone, were finding it difficult with the demand for appointments, which on some days were up by 100%.  Some days the system had to be closed down by 9.30am in the morning as demand had outstripped the number of appointments available.  Because the new system was easier for patients to use the demand for appointments had risen dramatically and was being abused by a small number of patients.  Reasons for the extra demand could be explained as teething problems with the new system and seasonal demand which in turn is putting pressure on staff involved.  It was suggested the “ askmyGP” providers should be contacted to see if this has happened in other areas. Also, it was suggested that the people abusing the system should be contacted, and also to make all patients aware of Community Pharmacies role in treating minor ailments.  It was agreed to watch the situation over the next few months to see if the demand for appointments reduces or increases. | | | **ALL**  **ALL**  **JO/ALL**  **JO** |
| **5.0**  **6.0** | **Ranworth Times**  The Spring 24 edition will be issued later in the Spring and will contain an update on “askmyGP” and also information about the services that Community Pharmacies can provide.  SC read a report of the **Suffolk and North Essex PPG Network** meeting that was held on 27th November on Teams. This was the first meeting of the group and they wanted to find out from the attendees what people wanted from the group, how they should meet and who should chair the meeting. They were looking at producing s Newsletter and sending out a survey to all PPG’s asking how they wanted the meetings organised, what guest speakers they would like, and how they can help struggling PPG’s.  A second meeting was held on 23rd January, at which speakers included The Medicine Optimisation Team, a Community Pharmacy Lead, and a discussion on “ What is a PCN.  My conclusion - This is a big group. Useful to find out what is going on Nationally, regionally and over the Suffolk, NE Essex area, but lacks the local networking of other PPG’s within the PCN. Possibly there is a need for a local group in addition, to discuss local issues.  KB suggested writing to other PPG’s in our PCN to see if they would be interested in starting up a local PPG Network.  **Post Meeting Note:** The next meeting is on Teams on Thursday 28th March at 10.00am. (Contact Sophie Martin)  Email [Sophie.Martin@snee.nhs.uk](about:blank) | | | **KB**  **SC**    **KB** |
| **7.0**  **8.0** | **Staff Changes**  Dr Annan has returned from maternity leave.  **Are there any subjects you would like the PPG to consider/investigate in 2024**  Deferred to the next meeting. | | | **JO**  **KB** |
| **9.0** | **Any Other Business**  None. | | | **KB** |
| **10.0** | **Date and venue of Next Meeting:**  Still to be arranged | | | **KB** |