

Quarterly Caradoc Surgery, PPC Meeting held on 22/06/22 at Soken House, The Triangle, Frinton.

Present

Neil Churcher

Louise Whitfield Practice Manger

Dr. F. Shamshad - Part attendance

Members; Sue Opperman, Myrna Liles, Claire Roberts, Clint Strutt, Mick Carter. Apologies J. Heard.

Meeting commenced at 10 00AM

1. Medication Review----- Patients to request review as indicated on their prescription either 6 or 12 monthly. Approx. over 7000 patients on repeat medication so there is a great demand. Louise said she is actively recruiting another pharmacist to ease the back log.

If a review is undertaken and requires no further input the patient is to be informed.

2. I.T./Communication. ---- PPG to send out a letter to remind patients to bring copies of medication when attending clinics/hospitals.

Louise to include the message on the TV monitor in the practice waiting room.

Text reminder message for appointments to identify patient going forward.

Louise to review, non-appointment, incoming telephone times as 10 00 A.M. is becoming a bottle neck.

Correspondence delays. Two additional admin staff have been recruited and undergoing inductions currently to help reduce backlog.

Patient health checks available to over 70's. There are some patients receiving invites. Louise to review selection process.

3. Quality/Organisation. CQC Inspection completed in 2019 rated Caradoc as inadequate. This was under a different organisation and a completed Action Plan has been sent to CQC. Unfortunately this still stands on the record until another CQC Inspection is undertaken.

The CCG is to be replaced with the Care Alliance. Full details not yet established as regards local liaison.

Dr. Shamshad joined the meeting at 11 00 a.m.

4. A monthly Caradoc average income and expenditure document was circulated by Dr. Shamshad.

5. **Extended Access** for patients from 1st October 2022 of 8 hours per week including Saturdays for referrals at Clacton hospital. Discussed. Dr Shamshad will produce a suggested plan.

6. **Missed Appointments;** Nearly all related to nursing, especially blood testing. Louise to review reminder system.

7. Mental Health. From 27th June there will 15 appointments per day available.

Meeting closed at 12 30

Next meeting to be held on Thursday 22nd September at 11.00 Venue T.B.D.