

Quarterly Caradoc Surgery, PPC Meeting held on 22/09/22 at KWHC Kennedy Way Clacton.

Present

Neil Churcher; Chair

Louise Whitfield; Practice Manger

Members; Sue Opperman, Clint Strutt, Mick Carter, J Heard.

Apologies; Myrna Liles, Claire Roberts.

Meeting commenced at 10 00AM

1. Medication Review----- If a review is undertaken and requires no further input the patient should be informed. Communication to be promoted using Systmonline or NHS app. A lead pharmacist is being recruited to lead a team to be based at the PCN offices in Clacton Hospital which will serve all 5 surgeries.

2. I.T./Communication.

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

Text reminder message for appointments to identify patient going forward. On Hold system has been hacked. Review going forward.

Patient health checks available to over 70's. There are some patients receiving invites. Louise to review selection process. Invite letters are sent from KWHC via Provide.

3. CQC Inspection completed in 2019 rated Caradoc as inadequate. This was under a different organization and a completed Action Plan has been sent to CQC. On line review has taken place and a physical inspection to be carried out next 28/29 September. Compliments far exceed complaints.

4. Caradoc Accounts. No change, but Dr. Shamshed is meeting with Chief Executive next week to review especially with regard to GP costs. Demand/Capacity to be re-accessed.

5. Extended Hours Clinic for patients starting 1st October 2022 Mon-Fri 18 30-20.00, telephone consultations, and Sat 9-17 00 to include health reviews face to face, blood pressure testing, child asthma reviews, remote reviews. 1 GP available plus nurses etc. All appointments via Caradoc. No online appointments yet due to necessary IT upgrade.

6. Missed Appointments; Nearly all nursing especially blood testing. Louise to review reminder system. Patients to be contact via text messages and warned is it persists. Possibility of removal from list. There has been an increase over last quarter.

7. Patient Access; All future records (post 1.11.22) will be available to patients Systmonline or NHS app. To include record of consultations/referrals/test results. There are safeguard systems in place regarding possible mental/family issues.

8. PPG Inspection 18/07/22; Some issues are Building Landlords' responsibility. Name plaques on order, most items actioned but still WIP.

9. Care Advisor; Is available for assistance with Occupational health, social prescribing. Louise to advise on scope. To be invited to FRA public meeting 22/10/22 at Soken house.

AOB.

- Suggested wording for poster reminding patients of limited consultation time adopted and will be displayed.

- Post Hospital consultation/operation "OT"/Almoner type assistance should be organised by the Hospital but it is available via Caradoc.

- Patient feedback back procedure/process with CCG replacement discussed. Currently the 'Forum' does not appear to be working despite the excellent work undertaken by Ray Hardisty. NC will contact Oge Chesa (Suffolk & NE Essex Integrated Care System - SNEEICS) concerning this.

- Waiting Room TV, not working correctly. LW will keep trying to make contact with the persons responsible .

- Communication with patients Discussed, particularly "non - IT". Texting system had to be temporarily stopped because of a hack of the Ranworth system which caused patients' falsely being told that their appointments were at Ranworth.

Meeting closed at 12 30.

Next meeting: 10:00 Thursday 1.12.22 @ KWHC