

Quarterly Caradoc Surgery PPG Meeting

30/03/2023

KWHC Kennedy Way Clacton

Present:

Chair: Clint Strutt (CS)

Louise Whitfield (LW) – Practice Manager

Helen Curry (HC) – Social Prescriber

Sue Opperman (SO)

Myrna Miles (MM)

Apologies:

Rumaan Malik

Claire Roberts (CR)

Mick Carter (MC)

1.0 Welcome and Introductions

2.0 Apologies

Rumaan Malik has given his apologies, as he is unable to attend today's meeting

LW introduced his new role as Data Transformation Lead

3.0 Matter Arising from last meeting

TV in reception – LW having issues with this currently, considering to change providers as LW has no rights to change things yet – work in progress, LW to continue to explore options

CQC – No additional feedback since inspection. Congratulations given to Louise and the Caradoc team on latest inspection results as “Good”. Next inspection in approx. 3 years.

MM queried if diabetic checks have resumed, LW to check the recall with Caradoc's audit team.

Extended hours clinic – clinic is being moved to Ranworth Surgery from KWMC. MM highlighted that this is difficult location to park at, but LW emphasised that staff covering these clinics already come from Ranworth and it's better for public transport for Jaywick and Frinton

4.0 Practice Confidentially Agreement

Confidentiality agreement for committee of PPG – there is a form for them to sign for PCA. LW to email this to CS to distribute among PPG committee, also clarification on if this needs to be distributed for members to sign. LW will look into this and advise CS accordingly

5.0 Helen Curry, Social Prescriber

HC gave an introduction to her role as Social Prescriber and the benefits this gives to Caradoc patients. HC has a clinic at the surgery on Fridays to discuss social problems with patients. This is not a medical role, but can assist with daily living.

Referrals to HC can come through the surgery or self-referral to socialprescribing@cvstending.org.uk

6.0 Personnel update/functions

Dr Rodriguez is back from maternity leave
Clinic Manager is leaving but currently out for recruitment
New admin role is coming in to help with change to hours

7.0 Patient issues-missed appointments

Missed appts – clinic mgr is leaving, new post holder is going to hold the DNA policy (1st warning, 2nd strong warning, 3rd stricken off).
LW to review the text message sent to see if cancellation options could be added
Average 150 DNAs per month

8.0 Capacity and Demand

7970 pts at Caradoc, average 100 patients joining every month
Return of Dr Rodriguez (GP) brings 90 new GP appointments every week
Possible change to triage system – system is going to remain the same for now, but the system is constantly under review. LW awaiting notification from NHS England on proposed new appointment guidelines.
Pre-bookable triage slots are being considered for workers/carers

9.0 New committee members

Capacity for 4 individuals to join committee, CS to action

10.0 Public Meetings

No public meetings to be held yet. CS wishes to communicate more with members

11.0 Funding

12.0 AOB

Protocol for GP home visits – likely not a visit from GP but would be a visit from the Practice Paramedics.

EOL – visited by practice paramedic and video consultation with GP to ensure they are seen within 28 days of passing to avoid unnecessary Coroner involvement

General home visits – patients need to be housebound or temporarily housebound (might be challenged by reception but unable to refuse this).

Housebound definition – individuals needing assistance from more than 2 people to get to the surgery (same as used by community nursing team)

Laura Cook, from GPPC – no response from meeting request

GPPC offering preventative CT scans for patients who have smoked for a long time to examine lungs, funded by ICB. Invite letters proposed to go out after Easter to eligible patients.

Date of next meeting: 22nd June 2023 at 10:00am, KWMC