

Quarterly Caradoc Surgery PPG Meeting
22/06/2023
KWHC Kennedy Way, Clacton 10am

Present

Louise Whitfield - Practice Manager/Note Taker
Rumaan Malik - Digital & Transformation Lead
CS
ML
MC
KW
SV

Apologies

SO
CR
TF
PM

Welcome and Introductions

Rumaan Malik - Digital & Transformation Lead

Rumaan introduced himself as the Digital and Transformation Lead for Ranworth PCN (Primary Care Network). Rumaan explained that his role is help discover and implement tech that can help support the practice. Rumaan oversees the extended access held at Ranworth surgery and manages the IIF (Impact investment fund). Rumaan s currently sourcing a way to streamline new patient registration to free up admin time. Within the PCN team we have support from Clinical pharmacists, Pharmacy Technicians, MSK specialist, Care Co-Ordinator's, and GP assistants.

More information can be found on the PCN roles by visiting the website - www.ranworthpcn.org

Notes from previous meeting reviewed and no questions.

Personnel

Staffing levels have remained the same since the last meeting. We currently still have 4 salaried GPs at Caradoc (2 full time, 2 part time), each GP session see's 15 patients. We also have support from remote GP's, paramedics and clinical pharmacists along with a developmental Nurse Practitioner. From time to time, we have had to close the triage list before 10am, this is due to reaching capacity. Every effort is made to avoid this by ensuring patients are triaged to the necessary clinician.

Registration

LW confirmed we receive around 80 new registrations each month and lose around 40 pts. The list size is increasing and Thorpe Surgery list being closed is having an impact. This is being closely monitored with regular meeting held with the ICB who are supporting the surgery where they can. To ensure we can continue to run a safe surgery with the amount of patients we have registered and should the list size increase dramatically, talks will be held with the ICB again regarding a temporary list closure.

Surgery Blood tests

Caradoc has a phlebotomist who works all day Wednesday and Friday for blood test bookings. Appointments can be provided on other days by booking with a HCA or visiting Clacton Hospital.

Clacton hospital blood tests

Clarification on the Clacton hospital blood tests – all blood test appointments need to be pre-booked, this can be done on-line or on the phone. If patients do not have access online, the surgery has 2 IPADS in the waiting room available for patients to use to do this. The Ipads also hold a vast amount of information that may be helpful to our patients.

Caradoc Facebook

Facebook page will be created for Caradoc which will provide information about the surgery and link into the Caradoc website.

Online

System online – Does not alert a patient when a message is replied to – LW will look into this and will contact the software provider to see if this is something that can be added.

Waiting room – will look to re-organise white boards and posters in the waiting room to be more focussed

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