

Quarterly Caradoc Surgery, PPC Meeting held on 10/1/2024 at Frinton Free Church Meeting Room

Present

Clint Strutt; Chair person

Louise Whitfield; Practice Manger

AL; Notes

Members; SO, M C, K W, S V, P W

Meeting commenced at 10.10AM

1 Ask my GP.

Louise Explained ask my GP explained how it reduces phone traffic so will be easier for people that can not access ask my GP so reduces waiting times. Please see PPG notes from 12.10.23 for more information on Ask my GP.

Are we seeing more patients if we have Ask my GP?

Clinicians can deal with telephone calls quicker than f2f appointments so more patients could be dealt with safely on a day-to-day basis.

Is this the system that starts at 12am?

No ask my GP will replace online services that Caradoc uses now but is similar.

What happens if you can't get a same day appointment.

All requests will be dealt with within 48 hours if it be a phone call or next day appointment.

Have we got any figures from Ranwoth?

Louise to provide figures from Ranworth. First day of ask my GP 74% off patients used this method.

What about people that can't access ask my GP or don't own a smart phone?

Patients can come into reception and be shown how to set it up on their phones. Patients without a smart phone can still call reception to book an appointment. It will be easier to contact the surgery as 70% will be using online.

Staff structure.

Louise gave a list of all staff at the surgery and their roles within the surgery Louise will provide information on clinicians working days.

Spoke about reducing our boundary, we have already reduced but will not make a difference to the new houses being built at Elm Tree or Halstead Road. Thorpe have now re opened their books so should steady out the number of new patients we get as we are at the right ratio of patients to clinicians, and we do not have the room to employ any more clinicians. Explained the impact of having more patients on the whole surgery not just clinicians as requires a lot of extra work behind the scenes.

Phone Lines.

We are changing phone lines over to new company it will be cloud base company called wave net. Benefits - calls record through any phone linked to the system so can record and listen to on mobiles when not at the surgery. Can add own messages, waiting times, number in the queue, cancellation line etc.

Blood tests.

Patients can go to Clacton hospital for blood test if needed sooner can collect forms from the reception and book an appointment at the hospital.

What happens to patients that DNA appointments?

A patient will receive a letter after multiple DNAs if they continue to DNA then they could be removed from the practice.

Back to ask my GP.

Any problems with ask my GP?

User error first week.

We will have better training as we can go to Ranworth and watch firsthand how it works so more in-depth training for us. Concerns about older generation needing help? There are options for them. help in the surgery and phones still available for anyone who doesn't have a smart phone.

SNEE training information.

More information for patients of organizations outside the surgery courses for public. Advertise on the website.

Start monthly newsletter with information about the surgery, missed appointments clinics (Flu).

Secondary Care Waiting Lists.

Clinicians try to inform patients of waiting lists best to their knowledge updated from the NHS every 3 months. Clinicians unable to recommend private it would be down to the patient to look into this then the doctor can send relevant information over to the chosen hospital.

MSK treatment.

Issacs is our Physiotherapist he will assess the injury then pt can self-refer to physio classes. Issac Works every Thursday at the surgery.

Waiting room.

Rearrange waiting room posters/white board too much information for patients to read make important information dominant.

Meeting closed.

Next meeting April 10th 10am Frinton Free Church