

Minutes of the Kennedy Way Medical Centre Patient Group

16th April 2024

Introductions and Announcements

Present: RG (Chair), DG (minutes), HP, MPH, MC, LM, MR, RP, PG, CD, MP. From the surgery Dr F Shamshad and Sandra Coxell.

RG welcomed MP to her first meeting and informed the group that SD had resigned. She also congratulated Sandra Coxell on her appointment as the permanent Practice Manager.

Minutes of last meeting – 9th January 2024

An apology for changing Sandra Coxell to Sarah. Apart from that the minutes were agreed.

New Appointments System

Finally, there appears to be movement on introducing the ASKMYGP system. No formal date has been agreed but plans were being put in place. The current website will need to be replaced with something which will look much the same as the current one. Dr Shamshad offered members of the group the opportunity to view the system at Ranworth.

New Patient Letters

These will be reviewed once the new system is in place. The problem largely centres on the number of blood tests carried out each week. Currently the number is about 1200 a week. All of these results need reviewing which takes a massive amount of clinical time.

If patients wish to see a copy of their results, at the moment, they have to fill in a form at Reception and provide identification. This doesn't appear to happen at other surgeries in the Group and Sandra will look into this.

Current Appointment Problems

It was noted that staff are still offering appointments at Reception and indeed are telling patients to attend the surgery at 8 o'clock. This is contrary to the previous agreement that this would stop. The group was unhappy with this but given that the new system should be available within a short period of time and that this problem will then disappear, we are obliged to put up with it.

Prescriptions

The move to change patient review dates to align with their birth month is progressing. If patients are having problems with reviews or other issues they should ring the prescription line.

Staffing

Dr M has reduced her hours by one day a week and the shortfall will now be covered by Dr H. The need for a Deputy Manager post is currently being reviewed in the light of the forthcoming new system. Management is looking at reallocating administrative duties. ZJ is now acting as the senior receptionist. The group asked how Reception staff were trained. Sandra would invite the Trainer to the next meeting along with the ASKMYGP coordinator.

Any Other Business

The questionnaire sent out to some 3,200 households by the Holland Residents Association, regarding the need for a bus service to the surgery, received only about 70 responses. The HRA will still contact Hedingham buses to see if anything can be done.

The TV screens appear to be malfunctioning. It was suggested that if they can't be repaired, they should be turned off.

Dr Shamshad informed the meeting that he has been told that all hospital referrals made by Clinical Staff will be triaged by a referral service. He is of the opinion that a large number may be referred back pushing more work on the surgery.

The Carpark Garden is having an open day on 1st May between 10 and 2.

Dates of next meetings

Changed yet again to **9th July, 10th September and 12th November**