

Minutes of the Kennedy Way Medical Centre Patient Group

9th January 2024

Introductions and Announcements

Present: RG (chair), DG (minutes), HP, MPH, MC, LM, MR, RP, PG, DC, SD. From the surgery Sarah Coxell and Alana Mawby.

Apologies: BC and Dr Shamshad.

Minutes of Last Meeting – 21st November 2023

These were agreed.

New Appointments System

Nothing new to report. The expectation is still that ASKMYGP will be introduced around Easter. The introduction at the Ranworth surgery has had a positive effect on the daily number of telephone calls. It would seem that the initial “triage” is being done by a “senior sorter” (who is not a clinician) who passes enquiries on to an appropriate clinician who then directly follows up the request.

Current Appointment Problems

The only way to get an appointment with a prescribing clinician is on the day. Patients are no longer allowed to queue at the door. Appointments for Health Care Assistants, blood tests, routine injections etc can still be made in advance. Hopefully things will improve once the new system is in place.

Prescriptions

There still appears to be problems with timings of reviews. The work to align the prescription issues remaining and the review date is still work in progress. The six monthly repeats that are sent automatically to the pharmacy should only be for those items that are needed every month. Other items should be requested as and when. This clearly isn't happening and patients are ending up with medication they don't need. Alana would speak with the prescription team to rectify this.

Staffing

One new GP started before Christmas a second should be starting on 17th January. This means that we will have four permanent GPs. One will work four days per week, two will work three and one will work three days at Kennedy Way and half a day from home dealing with telephone queries. The vacant Practice Manager post is currently being filled by Sandra. So far no advert has been placed to find a permanent person.

The question as to whether we should have an on-call Dr was raised. It was pointed out that that at other surgeries appointments are allocated to a dedicated on-call GP on the understanding that if there is an emergency then the patient would have to wait.

Our surgery was of the opinion that having an Advanced Nurse Practitioner on-call is preferable.

There appears to be a problem with home visits for those who either permanently or temporarily are unable to attend the surgery. District Nurses are apparently refusing requests and patients are being left without treatment. It appears to be outside of the control of the surgery but needs to be resolved.

Any Other Business

Prior to the main meeting the group had discussed the possibility of the Holland Residents Association campaigning for a bus to go up Valley Road from Holland on Sea. The group were happy to support this campaign but having previously failed to persuade the bus company were not prepared to get heavily involved. The chair informed the surgery members for information.

Dates of next meetings

12th March, 14th May and 9th July