

# Minutes of the Kennedy Way Medical Centre Patient Group

## 17<sup>th</sup> September 2024

### Introductions and announcements

**Present:** RG (chair), DG (minutes), HP, M&PH , MC, MR, RP, MP and DC.  
From the surgery CB and KS (both part)

**Apologies:** PG, BC, LM, CD, Farrukh Shamshad and Sandra Coxell.

### Minutes of last meeting – 16<sup>th</sup> April 2024

Accepted

### Askmygp

D&R met with Dr Shamshad and Sandra Coxell on the 16<sup>th</sup> as they were both unavailable for this meeting. RG gave a report on that meeting:

We expressed dissatisfaction that askmygp was not operating as we had promised. At the event held by “evergreen” which was attended by, amongst others, members of Kennedy Way, Caradoc and Ranworth PPGs and the ICB. We were told by the speaker (R) that the system would be available 24/7 and therefore there would no longer be a need for patients to phone at 8 o'clock in order to get an appointment. We have been relaying this to patients but it has now proved to be incorrect;

Dr Shamshad explained that 24/7 working is unlikely ever to happen because they do not have the resources to offer triage and appointments for the numbers of patients on our list. So when the capacity for the day is full the system is taken offline;

The surgery is now keeping the system open for non-clinical matters from 8 until 5 each day, but the clinical side is very variable dependent on demand and the availability of clinical staff. They are looking to tweak the system further. Sandra will attend the next PPG to explain what changes have been made;

Patients have been complaining that they did not know that the system was coming in as the surgery hadn't contacted them. There are various reasons for this, namely it would be very expensive to send letters to thousands of patients (the money would be better spent elsewhere), the surgery didn't know for sure until the system was loaded that it was working at all (there had already been several stop/starts), and the “soft opening” approach was to prevent the system being overloaded and crashing on day one.

There seems to be some misinformation circulating to the effect that Caradoc is running askmygp all day, so why isn't Kennedy Way? In fact, Caradoc do not even have askmygp at the moment.

## **New Phones and Phone Message**

BT have still not provided the work that needed to be done to enable the system. This had been promised for a date before the askmygp went live.

Patients have been confused with the current message as it heavily weighted to askmygp and it is not immediately clear that if the caller hangs on beyond the message that they could wait to speak to reception.

We were also concerned that patients were being advised to research their symptoms, we consider this dangerous for two reasons; firstly there are people who when researching on-line become convinced that they suffering from everything and take up surgery time chasing the non-existent. Secondly there are those who misinterpret what they read and therefore ignore something that needs proper investigation.

## **Training Role**

CB introduced herself and told us a bit about her background in management roles in both the NHS and ESNEFT. She joined the surgery as a staff trainer a few months ago and this is her first time in primary care. Her role involves organising training sessions for both clinicians and support staff. She utilises her ICB experience to find funding for specific courses. She was involved with the implementation of askmygp at Ranworth and used that experience to train all staff using webinars and on the job training. Staff were trained as if they were patients using the system as well as covering their own roles in dealing with patients.

As part of her role CB is trying to engage with patients. She was told that patients in Holland on Sea have quite a bit of access via the resident's association but other areas e.g. North Clacton and Little Clacton don't have the same facility. She asked about facebook sites that might be useful and it was mentioned that a facebook site for Kennedy Way was in existence but not often used. She would investigate the possibility of resurrecting it in order to keep patients up to date. There was discussion as to whether patients understood the distinction between Kennedy Way and Clacton Community Practices.

## **Any Other Business**

KS (the cancer nurse) popped in to introduce herself. She is on a fixed term contract and her role is to contact those recently diagnosed with cancer and offer whatever support that they might need.

## **Date of Next Meeting**

**Tuesday 12 November 2024**