

Minutes PPG meeting 13th March 2023

Present.

Dave Gumm/ Carole Doran/ Viv Gunner/ Rita McNicholas-Gumm/ Pat Whiteside/ Peter Wolton/
Andrew Turner/ Tania Hewitt/ Karen James/ Dr Sachdev

Apologies

Peter McHale/ Beryl Kingsnorth/ Margaret Timm/ David Ainslie/ Samit Gaba/ Maggie Stevenson/
Tina McKenzie-Boyle

Matters of the meeting

1. **Dave welcomed** everyone and suggested that we alter the agenda so that Dr Sachdev could speak first as he had to leave early.
2. **Practice update:** *Dr Sachdev thanked the PPG for their support.

*Toby was unable to attend as he was at another meeting. However, he is aware of the problem with post codes that don't apparently come under the Ringmead catchment area, and is looking into this.

*Lots of new staff are joining Ringmead so that there will be over and above the numbers needed. This will help when staff leave for various reasons. Most staff live within the catchment area. They cannot take on staff who are patients at the surgery.

*A question was raised about the members of the PPG helping at the surgery but it is difficult to due to confidentiality and not having patients on the staff.

*There are now 3 new nurses, 2 new phlebotomists and 1 new partner (who was already a salaried doctor here).

*Klinik has been a great success and feedback has been positive. Waiting times on the phones has fallen dramatically and is now no longer than 15 minutes. Klinik now operates from 8a.m. to 3p.m. The demand is so great that 2 doctors manage the forms on Mondays and for the rest of the week, just 1 doctor is needed.

* There was discussion about changes to the practice starting in April.

3. **Minutes of the meeting**, 19th December 2022, were agreed.

Matters arising: Dave and Carole hope to be able to meet Toby to discuss various matters raised e.g., prescription hub update/ post code problems/ accounts/ continuity

4. **Fuller report** This is a weighty document that we need to understand from the point of view of how it impacts on the surgery. In his report Dr Sachdev said that Ringmead are well on the way to covering the points that it makes.

5. **Klinik update.** This was covered by Dr Sachdev earlier.

6. **Prescription hub update.** Since Toby was not at the meeting, this will need to be carried forward.

7. PPG matters for the surgery Facebook page and website. Carry forward as nothing has been developed around this subject yet.

8. Postcodes. There is clearly an issue around which surgeries are named under local post codes and Toby is already aware of this.

9. A.O.B.

Tania explained that she is now doing more talks about menopause out in the community. She also mentioned 'The Two Sisters' café in Crowthorne where people affected by menopause can get together once a month.

Peter W asked if anyone else was being monitored by the Berkshire Primary Care Health Monitoring System. He fills in regular reports. It would be interesting to know more about this as nobody else knew about it.

10. Next meeting. This will be on April 17th at 1.30 when we look forward to welcoming Beryl back.