**THE VIEWS EXPRESSED IN THESE MINUTES ARE THOSE OF PPG MEMBERS AND NOT NECESSARILY THOSE OF THE RINGMEAD MEDICAL GROUP**

**MINUTES 0F THE RINGMEAD PATIENT PARTICIPATION GROUP MEETING HELD AT RINGMEAD MEDICAL CENTRE ON MONDAY 3 MARCH 2025 AT 13:30**

**PRESENT**

| | | |
|---|---|---|
| Mike Blackman | Kaz James | |
| Alan Brown (Chair) | Rita M[c]Nicholas-Gumm | **PRACTICE** |
| Samit Gaba | Mike Routledge | Jane Taylor |
| Vivien Gunner | Vera Routledge | Martyne Vermaak |
| | Andrew Turner | |

**APOLOGIES**

| | |
|---|---|
| Mike Butcher | Tania Hewitt |
| Richard Fenny | Beryl Kingsnorth[1] |
| Roger Halliwell | Elizabeth Halliwell |
| Anant Sachdev | |

1. **Welcome by Chair**
   The Chair, Alan Brown, welcomed members and practice staff to the meeting
2. **Minutes of the meeting of 16 December 2024**
   The Minutes were agreed to be a true record. There were no matters arising that required discussion.
3. **Resignations and Elections of Officers**
   There were no reports of resignations. The Acting Secretary reported on nominations of Officers and reminded members that nominations should be submitted to him prior to the meeting and that, in all cases, the nominee's acceptance had to be forthcoming if the nomination was to be valid. In the event there were very few nominations despite a reminder email sent to members by the Acting Secretary in advance of the meeting (specifically on 24 February).
   Nominations were as follows:

   **CHAIR** -- Alan Brown, nominated by Vera Routledge and Tina McKenzie Boyle. Had consented to the nomination.

   - Mike Routledge, nominated by Vivien Gunner. had declined the nomination.
   - **VICE-CHAIR** – Carole Doran nominated by Tina McKenzie Boyle and Vivien Gunner, had declined the nomination.
   - **SECRETARY –** there were no nominations for this post.

   In view of the very sparse attendance at this meeting, despite its status as the Annual General Meeting, it was not advisable to seek other nominations, and indeed it would have been contrary to the Group's Terms of Reference to do so. However, it was agreed that this meeting would suspend the election of officers until the next meeting with the following exceptions:

[1] Beryl Kingsnorth was unable to attend in view of the recent death of her husband. Consequently, for this meeting, and this meeting alone, these Minutes were taken by Mike Routledge.

- that of the **Secretary**; since it was important to have a secretary in place in order to assist the Chair in the preparation of the next meeting and to take any other action necessary for the proper running of the Group in the interim period;
- that of the **Chair** in view of the fact that those present at the meeting of 3 March unanimously approved the election of Alan Brown as Chair. It was agreed that there was no need for the candidate to leave the room during the vote, given that there were no other candidates.

4. **Terms of Reference for 2025**
   It was agreed that, given the sparse attendance at this meeting, it would not be appropriate to make any changes to the current Terms of Reference.

5. **Code of Conduct for 2025**
   The same applies as for item 4 above.

6. **Agreement of meeting dates, times and venues for 2025**
   After lengthy discussion of times and venues, the following dates and times for meetings were agreed:
   28 April 2025
   23 June 2025
   08 September 2025
   03 November 2025
   15 December 2025
   16 February 2026
   **All at Ringmead Medical Centre and all at 13:30**

7. **Practice Report and PPG interaction for 2025**
   **Winter pressures** in recent months had been extreme, largely as a result of the "quadvirus" (simultaneous epidemic of covid, flu, RSV and Norovirus). This had caused both an increase in patient needs and illness among practice staff. Practice staff had been required by ICB to return to frequent handwashing and wearing masks.
   **CQC** Lengthy reports on a wide range of activities and procedures were still being required by CQC[2] The practice was able to report a noticeable improvement in medication reviews, increased provision in treatment of both asthma and diabetes and a reduction in the number of complaints.
   **Self-assessment** had been further improved and had comprised such activities as discussion after significant events, mandatory training half-days (involving closure of the practice for the afternoon).
   **Health and safety:** The few small gaps had now been corrected.
   **Record-keeping** of data of any relevant kind on individual patients was now systematically carried out. In February, Martyne had entered 12,340 documents on the electronic system (see table below).
   **Prescriptions** were now almost exclusively in digital form, a development that improved security in this area.
   **Operational risks** were systematically spot-checked by both clinical and other staff.
   **Responses to complaints** were now audited.

[2] In answer to a question: "Did the CQC provide prompt feedback?" the answer was negative.

**Forthcoming events** included a meeting with Bracknell Forest Council, a half-day closure for training on 11 March and a second training half-day on handling of complaints (such training half-days involve adjustments to appointment schedules)

**Recruitment** continued to be encouraging and had recently included two nurses (one a diabetes specialist) and two pharmacists.

Comparative Table of activities – January and February 2025. It would be helpful if such statistics as these could be provided in advance of each meeting of the PPG.

| | January | February |
|---|---|---|
| Appointments (face to face) | 8267 | 7532 |
| Appointments (telephone) | 8789 | 7429 |
| Appointments (house call) | 674 | 606 |
| **Total appointments** | 17730 | 15567 |
| Appointments (Did not attend) | 366 | 340 |
| Calls – Incoming | 14107 | 9876 |
| Calls - outgoing | 21902 | 18889 |
| Documents filed | 11375 | 12340 |
| Referrals | 1640 | 1534 |
| Prescriptions | 13583 | 12195 |
| Klinik requests | | 4581 |
| Klinik positive feedback | 87% | 91% |
| Friends & family positive feedback | 88% | 89% |

8. **Any other business:**

   Samit Gaba suggested that ways should be found of increasing and widening participation in the PPG and its activities, especially with regard to ethnic minorities and members of younger families in the Ringmead area. One approach to achieving this might be to conduct meetings on Zoom or some similar online communication system. This might involve an annual subscription; if this were the case the practice might be asked to subsidise it.

9. **The meeting closed at 15:30**

**Date of next meeting: 28 April 2025 at 13:30 at Great Hollands surgery**