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

MINUTES OF RINGMEAD MEDICAL GROUP PPG MEETING HELD AT RINGMEAD MEDICAL CENTRE (GREAT HOLLANDS EDUCATION ROOM) ON MONDAY, 15 SEPTEMBER 2025 AT 1.30 p.m

PRESENT

Alan Brown	Chair
Beryl Kingsnorth	Secretary
Paul Amphlett	
Mike Blackman	
Richard Fenny	
Samit Gaba	
Viv Gunner	
Liz Halliwell	
Roger Halliwell	
Tania Hewitt	
Karen James	
Glenys Kiff	
Rita McNicholas-Gumm	

Practice

Dr Anant Sachdev	
Jane Taylor	Practice Manager (Operations)
Martyne Vermaak	Deputy Practice Manager

APOLOGIES:

David Ainslie
Mike Butcher
Carole Doran
Tina McKenzie Boyle
Sandy Sweet
Andrew Turner

1. **WELCOME -** The Chair welcomed everyone to the September, 2025 meeting and introduced a new member, Paul Amphlett to the Group.

2. **MINUTES OF THE PREVIOUS MEETING AND MATTERS ARISING**

Minutes of the meeting held on 23 June, 2025 were agreed. There were 2 matters arising:

1. Item 4(2) Rapid Health IS an AI platform
2. Item 6 reference to hub should read ‘Bucklers Park’ not ‘Bucklers Hard’

3. **PRACTICE REPORT**

The Group were advised that Dr Tanner has now left the Practice. A new GP, Dr Chaluka Gunasekela, starts next week. The Practice is continuing to recruit more GPs.

Sophie Adland, the Practice Nurse Manager has left. Interviews for her replacement have been held but unfortunately a successful candidate was not identified. Jane Taylor has therefore taken on this role, now holding the dual titles of Practice Operations and Nurse Manager. There are 2 Deputy Nurse

Managers in post covering all sites.

HCAs and PSAs interviews continue to take place.

The Practice Manager advised the Group that the Practice had been visited and re-assessed by Emily Woodward-Stammers of the ICB as a precursor to the 'follow-up' CQC visit. Emily was very satisfied that significant improvements had been made, staff were happy and the Practice is now continuously improving. The overall feedback had been excellent.

Dr Sachdev advised the Group that all GPs were working very hand. He was, however, asked to comment on whether the Practice was likely to see a very large influx of new patients once sales of new homes on the several large sites currently being developed in the area were sold/occupied. Dr Sachdev said that no new GP surgeries were being funded or proposed. The ICB were aware of the situation but were unable to provide an answer! NHS funding is unlikely to increase to accommodate need.

Answering another question, Dr Sachdev confirmed that other Practices in the area would also see patient numbers increasing as a result of new housing developments. Planning conditions requiring developers to provide additional surgery premises had resulted in very small premises being proposed that was unattractive to GPs. It was unclear whether planning conditions on such new developments had specified the size and location of required medical Infrastructure.
(Note: Members discussed this issue further after Practice Representatives left the meeting -

A question was asked about follow-up by the practice on blood test results. Patients will not routinely be contacted by the practice. Patients should contact the surgery if they wished to discuss their results. Users of the NHS app have access to their results through the app.

Dr Sachdev advised that the current ICB, (Frimley Health) would be merged into a newly formed 'Thames Valley integrated Care Board' from next year.

This will result in changes to funding for the NHS locally which was currently struggling to provide all the services required.

Dr Sachdev confirmed that theses changes did not cover the local 'Health Watch' Service.

The Deputy Practice Manager provided a part presentation and information on the results of the 'Friends and Family' feedback survey. Details have been sent to all members. The Practice Operations Manager advised the Group that feedback on the Newsletter is generally good. Recently, only 23 complaints had been received which she felt was extremely good for a Practice of our size.

4. CHANGE FROM KLINIK TO 'RAPID HEALTH SYSTEM'

The Practice has provided information to all patients, both in static leaflets at all Sites, in the new edition of the Practice Newsletter (it is expected that these

Newsletters will now be published every two months) and on Social Media, that the current KLINIK system will be shut down on Friday, 19 September. RAPID HEALTH' will 'go live' on 24 September. In the interim, patients can still contact the Practice by telephone or in person and any issues will be dealt with as usual.

RAPID HEALTH will be available to patients between 8 a.m. and 6.30 p.m. during practice hours. Outside these hours, patients should use the 111 service or, in cases of emergency, 999.

Every single Practice in the NHS will be moving towards the Rapid Health system. Ringmead is the first in our area to use it. It is accepted that there will be patients who cannot or will not be receptive to using the system but as mentioned above, these patients will still receive assistance where needed.

In response to a question raised about patients being able to book appointments using Rapid Health, the Practice Operations Manager confirmed that the numbers of appointments available to book will be limited although it was intended that 4-6 weeks advance appointments would be released by the Practice.

Any 'follow-up' appointments required will be booked by the appropriate Clinician; patients may also be advised to simply tell the Practice 'how they are getting on'.

A further question asked for clarification on the Urgent Care Service at Brants Bridge site. Dr Sachdev advised the Group that medical appointments made at this site are directed by individual practices as required.

He further advised the Group that all medical systems are progressing towards a 'Multi-ICE' system incorporating the current 'EMIS' system used by GP Practices and the 'EPIC' systems used by secondary care.
The video presentation on the Practice website is recommended viewing for all.

5. **VACCINE CLINICS**

The Deputy Practice Manager advised the Group about forthcoming Clinics. Under Government policy, 'flu and Covid vaccine Clinics will initially be held for the following patients with effect from October 2025:

FLU:
All patients aged 6 years and over
Patients in an 'at risk' group such as heart conditions, asthma, diabetes, etc.
All immunosuppressive patients and close contacts
Care home residents
Carers
Health and social care workers

COVID:
All adults aged 75 years and older
Residents of care homes
Immunosuppressive patients

DATES AND VENUES:
1/3 October- Owlsmoor
4 October- Birch Hill
11 October a.m - Owlsmoor
11 October p.m - Bucklers Park Hub
18 October- tbc

6. **HEALTH EVENTS**

Dr Sachdev advised that due to difficulties confirming speakers, the Practice has postponed this issue until the New Year.

The Practice Representatives then left the meeting.

7. **HELP FOR PATIENTS**

The Group considered the list of useful numbers for our Patients circulated prior to the meeting. Some comments have already been received and members were asked to send any additions/amendments to the Group Secretary as soon as. possible. These will be included and the Practice will be asked to print the final list for distribution to all sites.

The Group also considered possible flyers for Sepsis and the various cancer warning signs identified by Tania Hewitt. It was agreed that these will be forwarded to the Practice Operations Manager for printing. The PPG will arrange distribution across all sites.

There then followed an in-depth discussion about the confirmed influx of patients once the current and proposed new developments in the area were completed and occupied. The Group unanimously decided that a letter should be initially sent to our local M.P, the Chairs of Planning, Health and the appropriate Leaders of local Councils involved.

Richard Fenny has undertaken to draft a suitable letter which will be circulated to all members for input and agreement prior to sending.

8. **PPG HEALTH EVENTS**

Group Members felt it was essential to arrange an event for patients in January/February, 2026 starting with Cardio-Vascular issues. The Chair undertook to contact Frimley Health to obtain a list of suitable speakers. As the Practice was juggling a lot of wider issues, to assist, the Group will arrange the event using the tried and tested 'Sandhurst/Crowthorne/Bracknell' format which had proved to be extremely successful.

Once full information is to hand, a venue can be arranged and the Group will publicise and arrange this event, with help on funding and publicity from the Practice.

9. **ANY OTHER BUSINESS**

A matter brought to the Group's attention by a patient had recently been directed to the Practice complaints procedure.

10. **DATE AND TIME OF NEXT MEETING:**

Monday, 15 December at 1.30 p.m. Venue: Gt Holland's Education Room.
There being no further business, the Chair closed the meeting at 4.10 p.m.

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