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, 16 DECEMBER 2024 AT 1.30 p.m

PRESENT

Alan Brown	Chair
Carole Doran	Deputy Chair
Beryl Kingsnorth	Secretary
Mike Routledge	GDPR Officer
David Ainslie	
Richard Fenny	
Viv Gunner	
Rita McNicholas-Gumm	
Vera Routledge	
Andrew Turner	

Practice

Jane Taylor	Practice Manager

APOLOGIES:

Dr Anant Sachdev - Practice
Mike Butcher
Liz Halliwell
Roger Halliwell
Tania Hewitt
Samit Gaba
Tina McKenzie Boyle

ABSENT:

Margaret Timm
Pat Whiteside

1. The Chair welcomed everyone to the December, 2024 meeting.

2. Minutes of the October, 2024 meeting were agreed subject to corrections and matters arising see item (3) below

3. **CORRECTIONS/MATTERS ARISING**

Correction - Group member - Richard Fenny, not Richard Penny
Item 9 - 'Subscription' should read 'Prescription'
Matters Arising
3.1 Understanding the Menopause Booklets - subject of on-going emails between our PPG Member (Tania Hewitt) and Practice (Dr Sachdev)
3.2 SSP Medications - reference was made to the 'NHS Operational Guidance for Dispensers when a Serious Shortage Protocol is issued' which states that the supply is 'the professional responsibility of the pharmacist', that 'special considerations.....need to be taken into account for patients with complex health needs' and that 'if the pharmacist cannot supply because they do not have any of the medicine prescribed or any alternative outlined in the SSP, they can either refer the patient to another pharmacy or back to the prescriber'. It was felt that this process was not being followed in some cases which was disappointing as the

Practice had previously advised the Group that weekly meetings were held with local Pharmacies. The Practice Manager advised that their Lead Prescriber was aware of this matter and was dealing with it.

4. **VIRTUAL PPG GROUP**

The Chair advised that there is an existing small list which needed to be expanded. After some discussion, it was agreed that an article should be placed on the Practice website and a Working Group needed to be set up. Further discussion on this matter will be deferred until the response to such a notice can be gauged.

5. **INFORMATION DESK UPDATE**

The Chair advised the Practice Manager that after he had asked all Group Members to confirm whether they were prepared to continue to volunteer to help with this Project, only 5 members, including the Chair had confirmed they were fully committed to do so.

He felt that the diminished number of volunteers were in part attributable to the facts that no clear definition had still not been provided by the Practice, that there had been some resistance by Group Members to the requirement to sign a fairly woolly confidentiality agreement which made them Practice employees when they were clearly not, despite the Group having it's own GDPR and Confidentiality agreement. The initial training provided by the Practice as a requirement, had also not been adequate or well received and despite several requests from the current and out-going Chair, no trading schedule had been provided by the Practice.

There followed a lengthy discussion on the issue, involving the Practice Manager and Group Members, which highlighted the following:

a) It was generally felt that Patient information would be a very worthwhile exercise
b) Additional volunteers could be 'drafted in' from those who had been involved in running the vaccination clinics
c) Were the Practice Surgeries the correct venues for this project? Patients who go there are generally anxious, sick or worried and therefore may not always be interested in engaging with Information Desk volunteers

It was agreed that it may be worthwhile advertising that PPG members would be available at specific Surgery locations at certain times, perhaps 3-4 times a year, or at particular Health events or even utilising a 'pop up gazebo' outside the surgery locations which would likely generate interest from a wider audience. The Chair will liaise further with the Practice Manager in this respect.

6. **PUBLIC MEETING 10/12/24**

The Chair and Practice Manager reported jointly on this. The meeting had come about following pressure from the political factions in Sandhurst; at the meeting they had allowed the Practice Senior Executive Partner and other Practice staff to lead.

Outside attendees included 2 local Councillors, Jane Dennison (PA to Peter Swallow, MP), Sarah Bellars, (Senior Manager from Frimley ICB), Ollie Mansell (from Frimley Care)

Although the Event had been widely advertised on the Practice Website with promotional posters and leaflets being provided to local Councillors (some PPG members attending had not seen any of these posted or handed out locally) due to the limited space available at the Venue, attendees registering interest had been issued with tickets. However, only 60 of all Ringmead patients actually attended. Some patients who had registered interest and been issued with tickets, did not turn up!

Both Practice Managers, the Patient Services Manager, other Admin Managers & Patient Services Assistants (now referred to as 'Care Navigators by the ICB) attended, along with 3 partners and 4 PPG members.

A selection of the audience had been somewhat hostile at first, but it was generally felt that overall, a greater understanding had been delivered and received by most of the participating audience, with some being complimentary about the Practice.

7. **PRACTICE HEARING LOOP**

The Practice Manager confirmed that all surgeries had a hearing loop which could be switched on by request and that staff had now been fully trained in the operation of this system.

It was pointed out that GP surgeries not longer supply hearing aid batteries. These need to be obtained from NHS Accredited Suppliers such as specific Hospital and Local Health Clinics and Opticians such as Boots, Spec Savers etc.

8. **PRACTICE REPORT**

The Practice Manager reported on staff recruitment, training and turnover. Recruitment is on going. Some staff reject job offers, some leave because the job isn't what they expect it to be (despite a full job description being provided both on application and with the written job offer), some staff leave because they do not like change.

Training for new staff is under review, particularly in respect of Induction to ensure that it meets the needs of the Practice and complies with both the requirements Identified within the CQC Report requirements and legislative changes.

A new part-time GP has been recruited. Currently GPs generally work 3 days a week. A specialist Dermatologist has also been recruited. More PSAs are being recruited to reduce telephone 'wait times' although the 'call back' function is well received by Patients.

Some existing PSAs have been promoted to manage specific tasks, e.g. smear clinic appointments.

The Practice Manager advised that she intended to re-introduce the reports to the Group in relation to complaints and compliments taking information garnered from the Practice Patient Satisfaction surveys.

In response to a question from the Group, the Practice Manager was unable to confirm when the CQC would revisit the Practice but the Practice was working very hard to ensure all their requirements plus additional ones set out by both Frimley Care and the ICB were being implemented.

The Practice Manager confirmed that there were 2 main ways for patients to contact the Practice:

1. Via the Website and
2. By using the KLINIK form

In response to questions from the Group, she confirmed that the initial Practice Website interface was not controlled by it. Whilst she had some control, Frimley Health ICB was also involved and she could only suggest ways in which that part might be improved.

The KLINIK System set the question pages by interrogation of AI learning from Patient responses. Currently, there was a great deal of on-going discussion with all users with a view to improving Patient experience. Numerous changes are being requested but at present, the current system capacity is not enough.

In response to a further question from a Group Member with regard to the measurement of the Practice's performance in relation to other Practices in the area, the Practice Manager advised that Ringmead offered by far the most Patient appointments in the area.

All Group members thanked the Practice Manager for her valued time and clear and frank explanations after which she left the meeting.

9. **FUTURE HEALTH EVENTS**

All Group Members were asked to give consideration to this item and to let the Chair have their written suggestions. It was agreed that such events will follow a A prescribed pattern:

1. Health Education, prevention of illness wherever possible and full information
2. Sufficient time for a detailed question and answer session

Following the compilation of a detailed list, a WorkingGroup can them be established to identify suitable venues and put together a concise programme for 2025.

10. **ANY OTHER BUSINESS**

No items were discussed.

11. **GROUP AGM**

This will be held on Monday, 3rd March 2025 at the Education Venue, Gt Holland's Surgery.The Practice Manager is requested by copy of these Minutes to confirm Venue availability.

Members are asked to nominate Officers for the coming year. Please ensure that the person being nominated is happy to stand for election.

At the AGM, any new members to the Group will be considered, alongside the existing Constitution and Terms of Reference and any proposed changes will be debated and agreed before the 2025 documents are issued along with the Minutes of the AGM.

There being no further business, the Chair closed the meeting at 4.10 p.m. and wished all Group Members a very Happy Christmas and New Year.

✒️ **ppgringmead@gmail.com**