

THE VIEWS EXPRESSED IN THESE MINUTES ARE THOSE OF PPG MEMBERS AND NOT NECESSARILY THOSE OF THE PRACTICE

MINUTES OF PPG MEETING AT RINGMEAD MEDICAL CENTRE (GREAT HOLLANDS EDUCATION ROOM) ON MONDAY, 21 AUGUST 2023 AT 1.30 p.m

PPG MEMBERS PRESENT

Ringmead:

Dave Gumm	Chair
Carole Doran	Deputy Chair
Beryl Kingsnorth	Secretary
Rita McNicholas-Gumm	
Maggie Stevenson	
Andrew Turner	
Pat Whitehead	
Peter Wolton	

Sandhurst:

Sue Brooks	Sandhurst Deputy Chair
Sylvia Trevis	

APOLOGIES

David Ainslie
Richard Fenny
Samit Gaba
Viv Gunner
Karen James
Tania Hewitt
Peter McHale
Tina McKenzie-Boyle
Margaret Timm

Sandhurst

Alan Brown	Sandhurst Chair
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Practice

Toby French	Practice Operations Manager
Diana Lock	Practice Business Manager

1. The Chair welcomed everyone to the October 2023 meeting and extended a warm welcome to Sandhurst PPG Members.
2. Minutes of the last meeting held on Monday, 21 August 2023 were agreed. There were no matters arising.
3. **GROUP MERGER UPDATE AND PROPOSED PRACTICE/PPG HELP AND TRAINING**

The Chair advised the Group that since the merger Ringmead PPG has received 16 applications to join a virtual PPG Group. Most applicants had a Sandhurst postcode. Of those 16, 8 have expressed a definite interest. Sandhurst have a register of 2361 virtual group members but their Group's current constitution made the creation of a virtual group difficult.

There will eventually be revised Terms of Reference but in the interim we have lots to learn from each other. It is unlikely that the groups will fuse in the immediate future. A meeting will be held in November between three members of each group to discuss matters including how a proposed 'help desk' might function. It was noted that Sandhurst PPG were generally opposed to this idea.

It was felt that Ringmead could take the 'Help Desk' idea forward on its own if it was helping the Practice and suitable training was provided. Training would certainly need to be kept up to date.

The Chair circulated a list of questions to Dr Sachdev in respect of how the Practice would expect the help provided by the PPG to work which included Dr Sachdev's replies.

Dr Sachdev has proposed the creation of a BLOG to educate all Ringmead Medical Group patients on managing their health issues. It was recognized that no member of the PPG was able/prepared to commit the time necessary to set up and monitor a blog as regularly as would be needed.

The problem is a lack of patients' understanding, as many are not clear on how to complete the KLINIK form. Minority ethnic groups need to be involved. Whilst Ringmead has a member who interacts with ethnic groups, in Sandhurst there is a large Nepalese community who are unrepresented on their Group.

The Group Secretary has contacted the Town and Country who advised that winter edition is already full, and they do not think that the this type of message we are looking to publicise is suitable for that magazine as the message is quite specific to our cohort of patients (rather than an NHS Frimley CCG message to all). They are looking to see if it is possible to include something in other public health communication channels.

4. **PRACTICE UPDATE:**

Staffing

This is a big issue for the Practice now due to staff sickness, leavers and retirees.

One new member of staff has joined the Practice, one Nurse Manager is leaving, one is retiring (Sandhurst), one phlebotomist is leaving, and one existing staff member has expressed interest in training for the post. Two new PSAs have started, adverts are out for replacement staff and for paramedics. Two PSAs have moved across to the Prescription Hub to help with Prescription Hub backlogs.

Work at Practice Surgeries

On-going at Sandhurst site. The carpet in the main Reception Area has been replaced with linoleum. Work is also being carried out at Owlsmoor. It is proposed to appoint a gardener to work across all Practice sites.

It was pointed out that the main screen is down at the Gt Hollands site resulting in GPs having to walk down to the waiting area to call patients. This morning there was no indication of which clinicians were on site and there was also a children's vaccination clinic in progress. Several patients had been confused. The Operations Manager undertook to investigate these issues. It was also pointed out that the Notice Board at that site needs a complete overhaul and the staff members' board needs updating. This matter is under review and updated staff information will be provided at all five sites.

If the Practice Operations Manager sent out weekly updates to patients it would involve a lot of work. The question was asked if there were any statistics available in respect of patient contact. The Group were advised that the Integrated Care Board have this information. The Operations Manager will provide some statistics for the next meeting.

Prescription Hub

The need to allow sufficient time when ordering repeat prescriptions is on the Practice website, social media page, Pharmacies and posters are displayed at each Surgery

Another Prescription Hub Lead has been recruited. The Operations Manager is liaising with the ICB (Integrated Care Board) to get additional help. There is a national target of 48 hours from

application to prescriptions being ready which Ringmead is currently not meeting, although considerable improvements have been made.

The Hub receives 400-600 prescription requests a day, including repeats. Sandhurst has been problematical because there was no auto-recall, Pharmaceutical reviews or blood tests carried out before scripts were issued.

In response to a query, it was clarified that repeat prescriptions could be requested either using rolling repeat, KLINIK or using the NHS App or Patient Access.

Complaints Process

The Operations Manager advised the Group that he and Graham Lawton were the initial points of contact. The Practice tries to get patients to put complaints in writing, preferably via email. If the complaint is 'medical related' two Partners will review it.

All complaints are discussed at Partner meetings and should be responded to within 28 days. The Chair pointed out that the form to provide feedback on the Practice website is not clear.


Post meeting note. The Chair later checked the website and the form 'Feedback' does allow for complaints as well as compliments. The name of one patient who had decried the complaints procedure on Social Media was passed to the Operations Manager for investigation.

Menopause Booklets

The Chair asked the Operations Manager if the booklets published by 'Menopause Support' could be displayed across all sites. He agreed and the Chair undertook to arrange a supply. The Operations Manager was asked if Landlords consent to display was required in some Surgeries. The Operations Manager will check this.

The link is published below and includes the short, animated film that could be published on the Practice Facebook page.

All patients in the Ringmead Medical Group and their families may find it helpful. The guide is available in this link below and it has been added to the British Menopause Society Website too.

<p>Read or download our new guidance booklet menopausesupport.co.uk</p>	
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There is also a short animated film about the menopause that can be accessed via the link below:- it really does affect woman in different ways. Please take 5 minutes to watch it as it may help you or someone who you care for.



Cycle of Change; Understanding Menopause (with subtitles)

youtu.be

The Chair thanked both Practice Managers for their time and attendance.

The Practice Operations Manager and the Practice Business Manager left the meeting.

5. There followed a discussion in respect of how patients access Practice facilities. When and if a help desk is set up it was felt it would not help everyone.

6. The Agenda item in respect of the issue of communication between Primary and Secondary care and the reasons why Patients were not always being discharged to a safe environment was further considered. The Chair advised the Group that the Chair of the Sandhurst Group and other member(s) of that Group were attending a meeting with Bracknell Forest Council and the Integrated Care Board about joint health initiatives in Bracknell Forest today. Feedback will be given and if nothing transpires in respect of this issue the Group will take this matter up.

7. The Chair will speak to the Chair of the Sandhurst Group regarding new Terms of Reference for both Groups. It appears that Sandhurst is still a paid-up member of the National Association of Patient Participation Groups who might offer some guidance. Ringmead has not been a member.

8. Date and time of next meeting - Monday, 18 December 2023 at 1.30 p.m. Venue will be the same, unless both patient groups agree to hold a joint meeting. In that event the venue will be confirmed when the next Agenda is sent out.

Group members are asked to consider nominations for Officers for 2024 which will be discussed at the next meeting.

PLEASE NOTIFY RINGMEAD PPG SECRETARY OF ANY ITEMS MEMBERS WISH TO RAISE BY FRIDAY, 4 DECEMBER 2023

9. There being no further business the Chair closed the meeting at 2.49 p.m.