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, 19 MAY 2025 AT 1.30 p.m

PRESENT

Alan Brown	Chair
Beryl Kingsnorth	Secretary
Mike Blackman	
Richard Fenny	
Samit Gaba	
Liz Halliwell	
Roger Halliwell	
Karen James	
Rita McNicholas-Gumm	
Andrew Turner	

New members:
Glenys Kiff
Sandy Sweet

Practice

Dr Anant Sachdev	
Jane Taylor	Practice Manager

APOLOGIES:

David Ainslie
Mike Butcher
Viv Gunner
Tania Hewitt
Tina McKenzie Boyle

1. **WELCOME -** The Chair welcomed everyone to the May, 2025 meeting.

2. **RESIGNATIONS AND WELCOME TO NEW MEMBERS**

Members were advised of the following resignations:

Mike Routledge
Vera Routledge
Margaret Timm
Pat Whiteside

Two new members were welcomed and introduced to the Group:

Glenys Kiff
Sandy Sweet

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

Minutes of the AGM held in March were agreed. There were no matters arising.

4. **PRACTICE REPORT AND CLARIFICATION OF THE ROLE OF 'NAMED GP'**

Following a lengthy discussion regarding the role of 'Named GP' within the Practice, Dr Sachdev clarified the issue as follows:

- Named GPs were no longer just for the over 70s or to offer 'face to face' annual reviews for those patients with long term health conditions.
- Named GPs had been introduced by the previous Government.
- Named GPs within Practices are now generally there 'in name only' for administrative purposes only. Ringmead have other Clinicians within the Practice that can carry out multiple health reviews as applicable to all patients.
- Dr Chauduri's 'list' is currently under review and all patients previously on his list will be allocated to another GP in due course.

The Group were advised that Dr Callie and Dr Patel had resigned and would be leaving the Practice shortly. One new GP has already been recruited and the Practice was advertising to fill the remaining vacancy. There has been a good response to this advertisement. 2 GPs who had previously left the Practice had actually asked to return. In addition, 2 new PSAs have recently started work within the Practice.

Practice Representatives recently met with members of the Scrutiny Committee at Bracknell Forest Council. The Committee Representatives were generally happy with the Practice responses, although it was clear that there might be some lack of understanding of how Practices worked and what issues were being faced by them nationwide. Their members had been referred to articles that had been published in local newsletters and to Practice newsletters appearing on the main Ringmead website.

The Practice Manager advised the Group that newsletters, items published on the website and health issues will be regularly updated going forward.

Dr Sachdev advised the Group that the CQC was now generally happy with the Implementation of their recommendations and feedback.

It was felt that some recent negative publicity aimed at the Practice might be purely down to 'Sensationalist reporting' as the number of complaints against the Practice had greatly reduced and the percentage of 'patient satisfaction' feedback had increased to over 80%. The Practice has offered it's services to the 'Bracknell News' as a 'Health Editor' but had not yet received a response!

It was felt that 'patient perception' was the key factor in play and although some Social Media posts can be negative, most patients did now enjoy a better service. Going forward, the Practice itself will be using Social Media more. It was hoped that this will help patients understand the 'new model' of GP Practices throughout the UK, which, going forward, will see the amalgamation of multiple Practices.

In response to a question from the Group, Dr Sachdev was unable to confirm when the CQC would revisit the Practice but the Practice would continue to introduce 'best practice improvements' as and when these were identified and/or required by NHS England or the ICB. Dr Sachdev confirmed that the ICB were generally very

supportive of the Practice.

The Practice Manager confirmed that whilst the Practice Website interface was not fully under her control, citing recent 'crashes' but she had recently managed to 'add a tile' to improve it, making it easier for users to access information. The Group was informed that the ICB now wants Practices to change from the current KLINIK system used by the Practice to "Rapid Health" which is much better.

Practice representatives have already attended presentations in London Practices larger than Ringmead. Group members will have an opportunity to preview and understand this system, as it is new to Ringmead Practice.

In response to a question from a Group member regarding "on the day" video consultations, the Practice Manager confirmed that these are carried out by "outside clinicians" and not by clinicians within the Practice.

Dr Sachdev confirmed that referrals to 'Pharmacy First' are made from the Practice and will likely be video consultations. If that team feels the patient needs to see a GP, they will make an appointment for them.

The Practice is currently engaged in a drive to add as many Patient e-mail addresses to the records it holds for patients to make it easier and more efficient for the NHS App to send I out informative messages. PSAs are asking patients who telephone or visit all surgeries to provide this information.

5. **HEALTH EVENTS**

The Practice would like to arrange these in future and sought the assistance of the Group's assistance in identifying topics and providing stewardship.

It was proposed that these events would be quarterly afternoon sessions held at weekends, probably on a Saturday at Edgbarrow school (subject to availability) to enable as many patients as possible to attend. The first event was expected to be held in July and will be on Cancer, presented by Dr Sachdev.

Dr Sachdev and the Practice Manager then left the meeting.

Group Members subsequently identified the following dates and possible topics as follows:

JULY: 5th, 12th or 19th
OCTOBER: 4th, 11th or 18th

The Group have identified 'Cardiovascular Issues' as the topic for October, (subject to vaccination clinic dates) and had previously agreed that such events should follow this proscribed pattern:
1. Health Education, prevention of illness wherever possible and full information
2. Sufficient time for a detailed question and answer session

A 'rolling programme' of dates and subjects will be agreed at the next meeting. All members are asked to give this matter their consideration.

Supplemental note following meeting:

Subsequent to our meeting, the Chair contacted the Practice Manager. For various reasons, the Practice would prefer that the first Health Event be held on either Saturday, 5 September, 2025 or Saturday, 20 September, 2025.

The event is subject to availability of Edgbarrow Centre. This will be discussed further at the Group's next meeting.

6. **ANY OTHER BUSINESS**

Following the March AGM, Officers for 2025/6 have been confirmed as:

Chair - Alan Brown
Secretary - Beryl Kingsnorth

The Group will require the appointment of a Deputy Chair as Carole Doran has now stepped down from this post.and all members are asked to submit their proposals to the Secretary for ratification at the next meeting. Please make sure that the person you wish to nominate has agreed to stand.

Members were advised that the number of 'Heart' magazines available to patients at all surgery sites will be increased. This magazine covers anything that might contribute to heart disease.

There are a number of applicants on the website who wish to join the Group. These will be reviewed by the Chair and Secretary.

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

Monday, 16th June, 1.30 p.m. Venue: Gt Holland's Eduction Room. The Practice Manager is requested, by copy of these minutes, to book the Venue.
There being no further business, the Chair closed the meeting at 3.10 p.m.

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