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 AUGUST 2024 AT 1.30 p.m

PRESENT

Alan Brown	Chair
Beryl Kingsnorth	Secretary
Mike Routledge	GDPR Officer
David Ainslie	
Richard Fenny	
Samit Gaba	
Viv Gunner	
Dr Halliwell	
Liz Halliwell	
Rita McNicholas-Gumm	
Vera Routledge	
Margaret Timm	
Andrew Turner	
Pat Whiteside	

Practice

Dr Sachdev (part meeting)
Jane Taylor (part meeting)

APOLOGIES

Mike Blackman
Mike Butcher
Carole Doran
Tania Hewitt
Karen James
Tina MacKenzie Boyle
Pat Whiteside

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

2. Minutes of the June, 2024 meeting were agreed

3. **MATTERS ARISING**

The GDPR Officer proposed that details of any PPG members should only be held for as long as a member remains part of the Group, after which these will be destroyed. This will also apply to the general Group confidentiality agreement signed by those members.

4. **KLINIK**

The Practice Manager referred to the list of issues collated by the Chair. She will formally reply to the points raised and response will be circulated to Group members. With regard to the KLINIK system currently being used by the Practice, it has proved to be a successful system for both the Practice and patients insofar as triaging and signposting patients' issues to the correct clinicians and Pharmacies if required.

Reference was made to the current NHS initiative of 'Pharmacy First' service launched at the

end of January, 2024 which enables patients to obtain certain medications from Pharmacies without the need to see a GP. This is expected to reduce the need for patients to use KLINIK.

For Group Members information this includes the supply of medications for 7 common conditions (source - NHS England website)
1. Earache - age range 1-17 years
2. Sore throats - 5 years and over
3. Impetigo - 1 year and over
4. Infected insect bites - 1 year and over
5. Shingles - 18 years and over
6. Sinusitis - 12 years and over
7. Uncomplicated UTIs - women aged 16-64 years

All local pharmacies are now taking part in this service.

Some Group Members felt that the website signposting to KLINIK was still inadequate. One example given was the message that appears on the website which seemed to indicate that KLINIK was 'temporarily unavailable' when in fact it appears on the website when the Practice decides to close patients' access to the system to allow clinicians time to process the forms received. The Group felt that a better and concise message about KLINIK on the main Practice website, including the hours of availability would best serve our patients. Planned outages (Mon & Fri) should be made clear on the website.

Many patients were unaware that by telephoning the Practice, forms would be completed by the Care Navigators (receptionists) and still passed to clinicians, often resulting in a telephone call the same day.

It was pointed out that KLINIK was used by a number of GP Practices across the UK as currently required by NHS England but such systems 'come and go' and AI was constantly evolving. Future systems may be different.

The present situation regarding GP services is that 'demand is outstripping supply' and is seriously affected by social, community, financial issues and less general family support than had been prevalent in previous years.

In response to questions, it was confirmed that all test results were checked by a clinician and patients can see some of their results on the NHS App. The Practice now advises patients to check their own test results as they may be on holiday or away from home when these are received.

5. PRACTICE REPORT AND PATIENT INFORMATION DESK UPDATE

In response to questions about referrals, the Practice now has 6 secretaries, and referrals are being turned round very quickly, generally within 24-48 hours. Sometimes there may be delays if the Practice needs to wait for test results first.

With regard to patients discharge from Hospitals, the Hospital should provide a patient with 28 days of hospital prescribed medication. It should not tell patients to 'see their GP' to obtain medication or to have their dressings changed.

If Hospitals carry out tests, it is **THEIR** responsibility to provide the results to patients.

If patients require private treatment, they should ask the Practice for a private referral which will be provided. Similarly, should a patient require a second opinion, they are at liberty to ask for it.

The Practice currently employs 2 locums (a reduction from last year). It was confirmed that all GP practices were subject to financial constraints. 3 Practices have gone into bankruptcy during the last year.

2 new salaried GPs have joined the Practice and a Quality Services Manager and Nurse administrator have been appointed. One GP will be retiring next year.

There will be a Group Webinar on the Menopause this week and other Group Webinars will be arranged.

The Information Desk is still a 'work in progress'.

The 'flu campaign starts in October. Volunteers are still required and anyone who is interested should contact Vonnie Phillips. Dates of clinics are attached to these minutes.

The RSV (respiratory syncytial virus) vaccine will be offered to all patients over the age of 75 and to other selected groups of patients identified by NHS England separately.

The Practice Manager and Dr Sachdev left the meeting.

6. **ANY OTHER BUSINESS**

Sandhurst Town Council has arranged a Surgery at Sandhurst Library on 7 September, 2024 between 11 a.m. and 12 p.m. which will be attended by local Councillors, the Group's Deputy Chair and our MP.

A letter to the Practice from the MP following the CQC Inspection has been copied and handed to all members attending this meeting.

He will be meeting members of the Practice on Friday, 23 August to discuss the CQC Report.

7. There being no further business, the Chair closed the meeting at 3.40 p.m.

8. **DATE, TIME AND VENUE OF NEXT MEETING:**

WEDNESDAY 23rd OCTOBER, 2024 at 6.30 p.m. SANDHURST SURGERY COMMITTEE ROOM

INFORMATION ON 'FLU CLINICS

From: PHILLIPS, Vonnie (RINGMEAD MEDICAL PRACTICE) <vonnie.phillips@nhs.net>

September clinics

In September, we can vaccinate children and pregnant women for Flu. There are 2 clinics where I need a couple of volunteers to help us with crowd control. Ivan will be having a clinic on the following dates for children's flu:

Tuesday 3rd September – **BIRCH HILL –** 08:30 – 11:30/ 11:30 – 2:30 / 2:30 – 5:00
Wednesday 11th September – **OWLSMOOR –** 08:30 – 10:30/ 10:30 – 12:30

October clinics

We are awaiting final confirmation of start date, however provisionally we have been told 3rd October. Therefore we have the following clinics for COVID and flu:

Thurs 3rd October – **Birch Hill –** 08:00 – 11:00 / 11:00 – 14:00 / 14:00 – 17:00
Fri 4th October – **Birch Hill -** 08:00 – 11:00 / 11:00 – 14:00 / 14:00 – 17:00
Sat 5th October – **EDGBARROW SCHOOL –** 07:30 – 11:30 / 11:30 – 14:30 / 14:30 – 18:00

Mon 7th October – **Birch Hill -** 08:00 – 11:00 / 11:00 – 14:00 / 14:00 – 17:00
Tues 8th October – **Birch Hill -** 08:00 – 11:00 / 11:00 – 14:00 / 14:00 – 17:00
Weds 9th October - **Birch Hill -** 08:00 – 11:00 / 11:00 – 14:00 / 14:00 – 17:00
Thurs 10th October - **Birch Hill -** 08:00 – 11:00 / 11:00 – 14:00 / 14:00 – 17:00
Fri 11th October - **Birch Hill -** 08:00 – 11:00 / 11:00 – 14:00 / 14:00 – 17:00

Sat 12th October – **Birch Hill –** 08:00 – 11:30 / 11:30 – 14:30 / 14:30 – 18:00
Sat 12th October – **OWLSMOOR –** 08:00 – 11:30 / 11:30 – 14:30 / 14:30 – 18:00

Mon 14th October - **Birch Hill -** 08:00 – 11:00 / 11:00 – 14:00 / 14:00 – 17:00
Tues 15th October - **Birch Hill -** 08:00 – 11:00 / 11:00 – 14:00 / 14:00 – 17:00
Weds 16th October - **Birch Hill -** 08:00 – 11:00 / 11:00 – 14:00 / 14:00 – 17:00
Thurs 17th October - **Birch Hill -** 08:00 – 11:00 / 11:00 – 14:00 / 14:00 – 17:00
Fri 18th October - **Birch Hill -** 08:00 – 11:00 / 11:00 – 14:00 / 14:00 – 17:00
Sat 19th October - **Birch Hill –** 08:00 – 11:30 / 11:30 – 14:30 / 14:30 – 18:00

I will of course share more information as we get closer to the time.

If you have any friends or family members who would like to volunteer, please do get them to get in touch.

Vonnie Phillips
PCN Project Manager
The Health Triangle PCN
Usual working hours: 10:30 - 18:30 Monday - Friday

THE HEALTH TRIANGLE
BRACKNELL & CROWTHORNE