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, 21st SEPTEMBER, 2026 AT 1.30 p.m

PRESENT

Alan Brown	Chair
Beryl Kingsnorth	Secretary
David Ainslie	
Mike Butcher	
Viv Gunner	
Liz Halliwell	
Roger Halliwell	
Glenys Kiff	
Sandy Sweet	
Andrew Turner	

Practice

Jane Taylor	Practice Manager (Operations)
Martyne Vermaak	Deputy Practice Manager

APOLOGIES:

Dr Anant Sachdev
Paul Amphlett
David Ainslie
Mike Blackman
Richard Fenny
Samit Gaba
Tania Hewitt
Stephen Ling

1. **WELCOME -** The Chair welcomed everyone to the September, 2026 meeting.

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

Minutes of the meeting held on 20 July, 2026 were agreed. There were no matters arising.

3. **PRACTICE REPORT**

Leavers:
Nurse – Smriti
PSA Jody
Secretary – Carole retired

Joiners:
Dr Enas Shaban & Dr Amit Rauniyar
Dr Charlene Faure – Minor Surgery & Dermatology
Dr Runa Rahmat joining 10/11/26
HCAs – Shirley Chan joined last week, Lisa Rutland & Rebecca Eaglefield coming in October

PSAs – Jenny Proctor & Katie Player coming Oct
Currently advertising for Minor Surgery clinician, Frailty clinician, paramedic, HCA, PSA

New Care Home in Birch Hill (on the old Catholic Church Site)

The Practice will be looking after this Care Home.

In response to a question from a Group Member, the Practice Manager confirmed that Ringmead Medical Group looks after 6 care homes - 2 in Sandhurst, 3 in Crowthorne and this new 72-bed home in Birch Hill, Bracknell. Generally visits will be made by a GP and a Paramedic or a Frailty Nurse.

Statistics for July/August

Rapid Health e-forms received: 4,566/4,262
Appointments made: 17,502/14,870
Incoming documents: 13,533/11,790
Referrals: 1,065/874
Scripts issued: 14,458/12,992
Results: 7,902/7,360
Fit notes: 614/544
Incoming calls: 20,360/18,824
Outgoing calls: 17,364/13,901
SMS: 27,074/38,247

Patient Access:

1. Website: The Practice has the AI platform: 'Ask Amy' and has promoted the self-referrals page, making clearer the options patients have to self-refer without contacting the practice. It is very popular with patients, although it was accepted that there are a lot of patients who are not 'AI literate'. In response to a question, it was confirmed that 'Amy's' responses are fed into that system by the Practice and also responses are fed in from other Practices, whose AI platforms may have different names.
2. Telephones: The Practice has recruited staff specifically to answer the telephones earlier in the morning to help to deal with 'on the day' urgent or acute needs. There is generally an increase in telephone calls after 3pm when children come home from school.
3. The Practice is revising the telephone messages and changing a couple of welcome messages in the next week or so. One to highlight that calls are recorded and that we adhere to the NHS England Zero Tolerance policy and another to request that patients ring back after 10am if it is a routine request.
4. Patients also have the Rapid Health online consultation form to complete as well.

There is a different route into the Practice for patients receiving palliative care and who have other serious health issues.

Patient Information:

The Practice is also looking at a digital patient information screen for the waiting rooms. This will be different to the TV screens and will be touch screen and more interactive with surgery information.

It will cover a lot of the current administrative tasks undertaken within the Practice, allowing GPs and other clinicians to concentrate on patients' health.

It was suggested that the Practice should try to find out how many patients are actually 'computer literate' enabling them to use such a system. The Practice Manager advised that staff could help those with difficulties.

Significant Event (SEA) 2026-2026:

A Significant Event is something that happened in the course of patient care or running the practice that is important enough for the team to review, understand and learn from.

It also helps the practice to recognise and trends or themes.

Importantly, a significant event does not necessarily mean that somebody made a mistake or that a patient was harmed. It can also be an example of good care that others could learn from or provides learning that could improve patient safety.

The Practice reports any medication errors or learning to LFPSE (learning from patient safety events).

However, other SEAs are internal reporting only although does help to evidence that Ringmead Medical Group is a safe practice.

The number of significant event audits received compared to the same time last year is similar - 80 reducing to 75 SEAs in 2025-26 which demonstrates the reporting system is working as staff are continuing to report any SEAs.

Positive: Reporting of GOOD SEAs has increased, and data breaches are considerably reduced, which demonstrates the shared learning and meeting discussions have been effective.

Zero tolerance SEAs are reduced. The Practice held training for all staff regarding handling complaints at the front desk, in person and by telephone.
In addition, Supervisors have attended a training course on 'Dealing with challenging patients, aggressive and violent patients'.

Sudden deaths have reduced as the Practice has changed the recording of the death SEAs to two categories deaths that occur in non-GP setting such as hospital or care home.

Improvements were made to the SEA tracking spreadsheet to include who is mentor/line manager and team involved to identify themes or person earlier in the year.

Negatives: Non-adherence to policy or procedures and clinical concerns / medication errors have increased. This may be due to better recording of SEAs and more proactive members of staff reporting medication/prescribing errors.

Learning Outcomes:

- Introduced double-checking system for referrals with the referral team to avoid errors
- Updated prescribing protocol and staff training.
- Discussion with Medications management team re SEAs.
- Improved emergency response drills, to aid dealing with any emergency in practice
- Discussed data breaches in staff meetings for learning to reduce data breaches
- Introduced better discussion around learning outcomes from SEAs at the Quality Meetings recommendations
- Look to review better categorisation of SEAs to aid better auditing at the end of the year and to understand ANOTHER category.
- Look to categorise not at fault SEA, i.e. Hospital medications or 3rd party involvement.
- Continue All SEAs are discussed with Lead Partner ahead of meetings.
- Continue to discuss SEAs at all the appropriate meetings for learning, quality meetings and non-clinical meetings.

4. **COVID 'FLU AND AUTMN VACCINE CLINIC CAMPAIGN INVITATIONS:**

September **-** pregnant women and children.
October - all other eligible patients.

There are currently 5573 booked appointments and lots of availability. Clinics are available on Saturdays at:
Birch Hill - 3 October
Sandhurst Memorial Hall - 10 October
Owlsmoor AM and Bucklers Park PM -17 October

Responding to a question from a Group member, the Practice Manager advised that vaccine roll-out from NHS England was prioritised as follows:

1. From September, all Pharmacies
2. From October GP Practices

Group members expressed concern that this system appeared to 'penalise' GP Practices in favour of the 'Pharmacy First' initiative by directing patients to book their 'flu and Covid vaccinations at Pharmacies because the indication was that appointments were not available at GP Practices. This may mean that Practices suffered financial loss due to 'wasted vaccines' that could not be used. The Practice will ensure new staff are aware of this and will publicise this so that all patients are also aware.

It was pointed out that the PPG information poster was no longer on display in Gt Holland's site and the question was asked whether this was the case at all sites. The Practice Manager undertook to check and advise.

A question was raised about perceived lengthy waiting times to access 'Everyone Active' referrals. The Practice Manager advised that these classes were run by a private company over which they had no control. This was generally felt to be unacceptable since the company was being paid by the NHS to make the classes available to our patients. The Practice Manager will feed the Group's concerns back to the Company and the Chair suggested those affected should also contact their

local Councillors.

The Practice Manager and The Deputy Practice Manager left the meeting.

5. **NEW SITE FOR FRIMLEY PARK HOSPITAL**

It had not been possible to provide members with individual copies of the booklet produced by Frimley Health NHS Foundation Trust, despite requesting these on 2 separate occasions.

Members attention was drawn to the recent leaflet drop to all residents by the Trust. It was stressed how important it was that everyone reviewed the Trust proposals and commented appropriately.

6. **HEALTH EVENTS**

No further information has been received from the Practice by the Group on this subject. However, the previous comments regarding next years' events remained outstanding.

7. **HELP FOR PATIENTS**

The Group agreed that the list of useful numbers for our Patients previously circulated should be placedb in all surgery sites with the disclaimer advising that it had been produced by the PPG.

8. **ANY OTHER BUSINESS**

The Chair advised the Group that Healthwatch has issued a GP Practice survey which it was essential that all Group members responded to.
Details can be accessed on the Healthwatch East Berkshire website and the Group Secretary will forward details to all members separately.

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

It was agreed that meetings should be now be held at both the Education Venue, Gt. Holland's and the meeting room at Sandhurst Surgery on alternate dates. Accordingly, the next meeting will be held on:

Monday, 18 November at 1.30 p.m. Venue: Sandhurst Surgery Meeting Room.
There being no further business, the Chair closed the meeting at 3.40 p.m.

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