

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
David Ainslie	
Richard Fenny	
Viv Gunner	
Karen James	
Rita McNicholas-Gumm	
Maggie Stevenson	
Pat Whitehead	

Sandhurst:

Alan Browne	Chair
Sue Brooks	Vice Chair

PRACTICE

Dr Sachdev	Executive Partner
Martyne Veermak	Assistant Practice Manager

APOLOGIES

Samit Gaba
Tania Hewitt
Peter McHale
Tina McKenzie-Boyle
Si Robinson (Practice)
Andrew Turner
Margaret Timm
Peter Wolton

1. The Chair welcomed everyone to the August 2023 meeting and extended a warm welcome to Alan Browne, the current Chair of the Sandhurst PPG and his Vice Chair, Sue Brooks.
2. Minutes of the last meeting held on Monday, 19 June 2023 were agreed.
Matters arising - the sponsored walk was cancelled due to the amount of time involved in the merger of Ringmead and Sandhurst Practices.
3. **MERGER UPDATE FROM PPG PERSPECTIVE:** A public meeting regarding the formation of Ringmead Medical Group was held at Edgbarrow School and those members attending felt that Dr Sachdev gave an excellent presentation.
Feedback from Sandhurst patients is that they felt it had been a worthwhile experience.

Social Media has been much quieter since that meeting with many patients saying they are getting a better service.

A discussion took place about how our Groups could progress. Several suggestions were made including a limitation on size and the amount of time a member can remain in the Group which might be problematic due to the average age of current Group members! The Chair advised the Group that 16 people had applied to join the Group since the public meeting and he was considering establishing and running a 'virtual group' working alongside the Main Group(s) and this might be used to answer patient surveys via email if

they were prepared to do so. The final concept needs further consideration.

The Sandhurst Chair advised the Group that when he joined the PPG there had been 9 GPs there, now there were 3 with Locums all of whom were not necessarily full timers. There followed an explanation of the perceived need for a proposed 'Code of Conduct' to cover both the current Groups and any virtual group set up. It was agreed that all Group members would consider this proposal further and it could then be ratified in December along with any modification needed in respect of our Terms of Reference.

4. **PRACTICE UPDATE:**

Dr Sachdev and Martyne joined the meeting, updating the Group on the following matters: **STAFF**- little different from last meeting. There have been some leavers and joiners. Current situation in respect of Sandhurst is that some staff have left, some have taken retirement. 1 new clinical nurse has been appointed, administrative and PSA roles have been reviewed and some roles advertised. There are now 150 staff members across the Group. A new GP starts in September.

Prescription Hub - There are currently some issues due to staff shortages with Practice GPs currently picking up the slack. This means that a lot of prescription requests are delayed. Pharmacies are allowed under the contracts to issue emergency prescriptions although some Group members did not think this service was being offered to all patients.

In response to a question about staff to patient ratios, Dr Sachdev advised that these are now 'clinician dependant' as so many of GP roles are shared between different Clinicians. However patient reviews are much more positive given the way that the Practice is now required to work. He conceded that management reviews of those with long term conditions have suffered so the requirements of this group of patients may not be currently met.

In response to a further question as to why the Practice was continuing to take on new Patients, he explained that NHS guidelines required all Practices to take on patients who applied within their boundaries. Practices **cannot refuse** to take on new patients. In Ringmead's case, these boundaries in the North include Gt Holland's and Birch Hill and in the South, Crowthorne, Sandhurst and Owlsmoor. A member asked what would happen if more patients applied to join and thus raise number significantly. Dr Sachdev said that the Practice would have to do its best with what staff it had.

He reported that the Practice had recently seen many patients wishing to join and all patients are now being offered a choice as to which surgery site they attend. There are challenges in respect of out of hours services (note: this will be serviced under one contract by year end), Social & Mental Health services and Practice has to juggle Clinicians to make sure cover is in place across all sites. On the plus side, bigger Practices & PCNs do attract more staff.

In response to the question of how follow-up appointments are dealt with, all patients need to request these via the KLINIK app then these are issued as either routine or urgent. Currently appointments are only released up to 2 weeks in advance in accordance with NHS England directives. If an appointment is not issued within these directives, NHS England regards it as a 'negative' and GPs do not get paid for it!

NHS APP - currently there are 3 ways to access patients health records. This is by using Patient Access, NHS App and Practice Access. The Practice is promoting the NHS App but when all records are available it will be down to patients to choose the one they wish to use. NHS England is rolling out access to full patients records from 31 October, 2023. Ringmead is aiming to have full availability from September, 2023. A messaging service to reach all patients may be fully introduced in due course.

Dr Sachdev advised the Group that The Practice have been considering ways in which the Group might be able to support it.

He made the following suggestions:

1. Help to educate patients in the use of KLINIK
2. Help with dealing with complaints- the Practice will provide training
3. Continue to volunteer to help at flu clinics (Martyne has confirmed that there will be a Flu Clinic at Edgbarrow on 16 September 2023)

The Chair advised Dr Sachdev that the Group will discuss these suggestions further after Practice members have left the meeting.

Dr Sachdev and Martyne left the meeting.

5. A discussion then took place in respect of Dr Sachdev's suggestions. In general, Group Members were positive. The Chair said that he understood that there would be good reasons why some members might not be able/willing to volunteer but unless there was sufficient commitment from the PPG the system would not work. Venues and times would need to be identified and confirmed, such as libraries, community halls, and Practice waiting rooms, etc.

It was agreed that the Chair will email members after the meeting asking for their formal agreement before he takes this any further. Obviously volunteers for the flu clinics would be dealt with as a separate issue.

6. Members were asked if it was felt that there was a need to 'resurrect' the Newsletter, if so volunteers would be needed to edit it. It was agreed not to do this but to contact local newsletters and Town and Country Editors to see if space could be allocated for the Group in their editions.

Action by Secretary

7. Date and time of next meeting - Monday, 16 October, 2023 at 1.30 p.m. Venue will be the same, unless both patients groups agree to hold a joint meeting. In that event the venue will be confirmed when the next Agenda is sent out.

PLEASE NOTIFY RINGMEAD GROUP SECRETARY OF ANY ITEMS MEMBERS WISH TO RAISE BY FRIDAY, 6 OCTOBER, 2023

8. There being no further business the Chair closed the meeting at 3.45 p.m.

