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, 23 JUNE 2025 AT 1.30 p.m

PRESENT

Alan Brown	Chair
Beryl Kingsnorth	Secretary
Mike Blackman	
Carole Doran	
Viv Gunner	
Liz Halliwell	
Roger Halliwell	
Karen James	
Rita McNicholas-Gumm	
Andrew Turner	

Practice

Dr Anant Sachdev	
Jane Taylor	Practice Manager

APOLOGIES:

David Ainslie
Mike Butcher
Richard Fenny
Samit Gaba
Tania Hewitt
Glenys Kiff
Tina McKenzie Boyle
Sandy Sweet

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

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

Minutes of the meeting held on 19 May, 2025 were agreed. There were no matters arising.

3. **PRACTICE REPORT**

The Group were advised that Dr Tanner has resigned. Members expressed regret at this news. This meant that 3 GPs would now be leaving the Practice in the next month. However, the Practice has recruited 4 new GPs.

A Nurse Manager is leaving and the Practice is currently advertising for Nurses. Regrettably, to date, there has only been 1 suitable applicant. There are a number of reasons for this, but it is mainly down to the difference between Hospital Nursing and Practice Nursing. A considerable amount of re-training is required (which the Practice does provide) and often the difference in working practices leads to resignations and once trained, many nurses simply ‘move on’. This is not limited to Ringmead.

The Practice prescribing team has 1 vacancy and there is still an on-going turnover of Reception staff.

The Practice Manager gave a presentation of the end of year review of Patient Satisfaction which NHS England requires every Practice to carry out. (The clinical year runs from 1st April to 31st. Arch the following year.

The categories of negative contacts with patients are divided into categories:

For 2024 - 2025 (1st April - 31st March)
Complaints 67
Grumbles 120
SEA (Significant events) 80

Significant events are analysed by the practice and used as training opportunities to improve performance.

The Practice Manager advised that following a Patient complaint, the Practice currently tries to make contact with the patient making a complaint within the first 5 days. If this is not possible, written contact is made advising the patient that the Practice has tried to contact the patient concerned.

The patient can refer their complaint to NHS England if they do not feel the complaint has been satisfactorily resolved. There is also the opportunity to refer matters to the Ombudsman if needed.

The 'Friends and Family' feedback, set by NHS England, to the Practice is showing significant improvement. Patient satisfaction is now over 90% after a large 'dip' following the merger with Sandhurst. Significant and reactive events have increased, but this is considered to be average for a Practice of our size. Those that have been reported to NHS England by the Practice under currently required procedures have not been considered to be unduly onerous.

4. **CHANGE FROM KLINIK TO 'RAPID HEALTH SYSTEM'**

Dr Sachdev advised that the Integrated Care Board is commissioning this new platform and will require all Practices to start using it. Ringmead has been given the opportunity to be the 1st in our area to do so and expects to go live with it in 3 months time.

Members were concerned that this may not be well received by our patients and asked if the PPG would have an opportunity to see it in action prior to launch.

Dr Sachdev did not think this would be possible but assured members that the Practice was very satisfied with it and that considerable publicity via newsletters, Social Media and local surgery information would be available to patients as soon as possible. He summarised the known advantages as follows:

1. Patients will be able to book their own appointments. However, no guarantees could be made on capacity.
2. The platform is not AI so how it triages enquiries is an 'unknown'.

3. It will be available for longer periods than the current KLINIK system.

The Practice Manager shared key statistics of practice performance in 2025:

	Jan	**Feb**	**Mar**	**Apr**	**May**
Appointments - f2f	8267	7532	7629	7384	7716
Appointments - tele	8789	7429	8162	7627	7828
Appointments – house call	674	606	238	288	324
Total appointments	**17730**	**15567**	**16029**	**15299**	**15868**
Appointments - DNA	366	340	339	318	385
Calls - incoming	14107	9876	13189	12746	13103
Calls - outgoing	21902	18889	20323	17838	17829
Documents filed	11375	12340	12095	9439	12089
Referrals	1640	1534	1640	1422	1603
Scripts	13583	12195	13581	12458	12696
Klinik requests	9907	9066	9269	8806	9319
Klinik positive feedback %	87%	91%		87%	91%
FFT positive feedback %	88%	89%	88%	87%	90%

5. **HELP DESK**

Dr Sachdev was disappointed that Ringmead had not yet been able to put this into effect. He was advised that there were a number of reasons for this, issues over training, perceived PPG group members contractual obligations (both matters raised by the Practice) which had resulted in dwindling numbers of members willing to continue. The Chair and Secretary had recently discussed incorporating a trial Help Desk within the first Health Event. The Practice did not feel this was an appropriate venue for a ‘launch’.

After some discussion, Dr Sachdev asked whether the PPG would commit to carrying the project forward and I it was unanimously endorsed. A new working group will be set up to resurrect the project. Andrew, Rita, Karen, Beryl and Alan volunteered to join the working group.

Rita McNicolas Gumm confirmed that there would be a number of vaccine clinic Volunteers who would be very happy to assist. The Chair will speak to Vonnie and Rita to gain some insight into numbers.

6. HEALTH EVENTS

The Practice would like to arrange the first event in September and was keen that it should cover cardiovascular issues, a 'big NHS theme' at the moment. Dr Sachdev pointed out that Crowthorne is geographically central to the Ringmead catchment area. The Group will find out which venues would have good capacity; Edgbarrow or the new Community Centre at Bucklers Hard will be approached with the Practice providing funding.

As previously minuted by the Group, 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.

Once the venue has been established and booked, the Practice will assist in organising the event. Future events to be considered have been minuted in May.

Dr Sachdev and the Practice Manager then left the meeting.

7. ANY OTHER BUSINESS

There have been two matters brought to the Group's attention by patients.

1. Use of WhatsApp to speed up the current lengthy process of getting test results to the Practice. This was not felt to be appropriate as the Practice does not use this Social Media tool.
2. Whether the Practice uses specific GPs at specific sites. It has always been that GPs go to all 5 sites on a rotational need basis and it was felt that this is unlikely to change.

8. DATE AND TIME OF NEXT MEETING:

Monday, 15th September at 1.30 p.m. Venue: Gt Holland's Education Room.
There being no further business, the Chair closed the meeting at 3.10 p.m.

ppgringmead@gmail.com