

**MINUTES OF THE RINGMEAD MEDICAL PRACTICE PPG ZOOM MEETING ON MONDAY 25 APRIL 2022 AT 2.30PM**

The views expressed in these Minutes are those of the PPG and Patients and not necessarily those of the Practice

**PRESENT**

Dave Gumm	Chair
Carole Doran	Deputy Chair
Ken Wilkinson	Treasurer
Steph Hopes	Practice Manager (Part Meeting)
David Ainslie	
Tania Hewitt	
Karen James	
Rita McNicholas-Gumm	
Maggie Stevenson	
Margaret Timms	
Pat Whiteside	
Beryl Kingsnorth	Secretary/Minutes

**APOLOGIES**

Samit Gaba  
Viv Gunner  
Peter McHale  
Tina McKenzie Boyle  
Peter Wolton

1. The Chair welcomed members to the April 2022 PPG Zoom meeting.
2. Minutes of the meeting held on 21 March 2022 were agreed.
3. **Matters Arising:**

#3 issues experienced by patients with the new telephony system were discussed in some depth together with concerns in respect of the service currently being provided to patients.

The use of E-Consult was proving difficult as some patients were having difficulty accessing it and in some cases the sending of photographs was inappropriate. **Post Meeting Note**

The Practice Manager later pointed out that it was not always necessary to send photographs and was meant primarily for skin problems.

One member suggested that it was likely that the increase of the number of patients presenting at A&E is a direct result of their frustrations with a system which was no longer working for them in the way they expected it. One or two successful outcomes with using e-consult followed by excellent treatment were reported.

These points were followed through into the Practice update.

4. **Practice Update:**

The Practice Manager advised that the Practice was currently experiencing severe staff shortages due to:

- Staff sickness
- Patient Service Assistants (PSAs) leaving or not joining following an offer. Reasons for leaving were given as, a dislike of wearing masks, pay, not liking the telephone hub system.
- Some PSAs felt they were unnecessarily criticised by patients.

It is felt that the new telephony system was not delivering what it was understood that it could/would. The providers have asked for times, dates and other information to be provided by patients where there have been complaints.

One or two Members felt that it was not up to patients to do this, it was up to the providers to ensure that sufficient research was carried out, involving patient users, to provide and ensure that their system was user friendly. The Chair pointed out that without the detailed information the Practice could not follow up and as members of the PPG we had an additional responsibility to help the Practice where possible.

The Practice Manager advised that one of her Team was learning how to pull call volume data from the new system. The Practice is required to provide weekly statistical data to the CCG in respect of staffing.

It was suggested that it should be possible to extract a simple 'DASHBOARD OF ACTIVITY' report to give everyone a glance of the ongoing pressures the Practice faces.

Seeing such a report would give members a flavour of the activity and the Practice would be able to demonstrate the increasing volumes and pressures.

The Chair thanked the Practice Manager for updating members in respect of the current Practice issues and she left the meeting.

#### 5. **Any Other Business:**

5.1. Tania Hewitt reported that there was still an issue over GPs understanding of Patient menopausal issues. She was in contact with Dr Sachdev about resolving further training issues. There was also a National shortage of HRT medication although some Pharmacies were being extremely helpful in ensuring Patients in need were receiving this. Consideration was also being given on how to reach and teach more people.

Members attention was drawn to the Zoe link <https://joinzoe.com/learn/podcast-menopause>

5.2. Attention was drawn to the Government proposals to change UK Healthcare delivery. Group members should visit <https://www.kingsfund.org.uk/blog/2022/01/what-lies-store-nhs-and-social-care-2022> for further information.

5.3. It was agreed to invite both Dr Sachdev and Shelley Johnson, the KLINIK contact, to the May meeting. **Post meeting Note** Shelley Johnson has accepted the invitation to the May meeting.

5.4. Group members who had attended the 'new' Heatherwood Hospital have been very impressed and it was noted that parking charges will not be introduced for a further fortnight.

#### 6. **Date and Time of Next Meeting:**

Monday, 16 May 2022 at 2.30 pm. Sign in will be available from 2.15 pm. Agenda items and apologies to Secretary please by Friday, 6 May 2022.

All members are reminded to ensure they have received the email invite to join the meeting during the preceding week.

7. There being no further business, the Chair formally closed the meeting at 16.03 pm

Beryl Kingsnorth, Secretary/Minutes [berylkingsnorth@icloud.com](mailto:berylkingsnorth@icloud.com)

Minutes are available on the Ringmead Practice Website.