

MINUTES OF THE RINGMEAD MEDICAL PRACTICE PPG MEETING HELD ON MONDAY 22 AUGUST 2022 AT 1.30 P.M

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 Thorns	Practice Manager (Part Meeting)
Samit Gaba	Part Meeting
Viv Gunner	
Peter McHale	
Rita McNicholas-Gumm	
Maggie Stevenson	
Margaret Timm	
Andrew Turner	
Pat Whiteside	
Peter Wolton	
Beryl Kingsnorth	Secretary/Minutes

APOLOGIES

David Ainslie
Karen James
Tania Hewitt
Tina McKenzie Boyle

1. The Chair welcomed members to the August 2022 PPG meeting.

2. Minutes of the meeting held on 20 June 2022 were agreed.

3. No Matters arising.

4. Practice Update:

4.1 Staffing – 3 new PSAs have left for various reasons without notice. This was disappointing news given that the Practice increased PSA pay by 12.5% on 12 July, 2022! This meant that their basic earnings were higher than most retail staff. Practice had enlisted the help of Caroline Carter to produce new induction packs and train new staff and was happy with the result. Agency staff could not be used in the Practice due to confidentiality requirements and the length of time involved in training.

The Practice now employs the equivalent of 10.06 full time GPs. However patient numbers have dropped by 1000 + because the Practice is no longer dealing with Wellington College students.

4 staff members will be reducing their hours in September, 2 new paramedics will be starting soon (Lianne and Will) as well as 1 new Clinical pharmacist (Hannah). 2 new prescription clerks will shortly start and 1 Physician Associate is starting in September. Hannah Whittick has now completed her Registered Nurse training and will be returning to the Practice in October.

As the current Practice Manager has resigned and is due to leave next month, her position has now been split between two Managers. An Operations Manager and a Business Manager are due to start shortly after Steph leaves. In the interim, Martyne Vermaak (currently Assistant Practice Manager) will be available.

Several areas within the Practice are being reviewed to improve the service being offered to our Patients. It was noted that our PCN is very good at maximising the monies allocated to it. One aim of the PCN is to share resources.

5. KLINIK

The Practice Focus Group which included some members of the PPG and two Patients had made several suggestions for the design of our PCN's version of KLINIK. Many more comments were made by PPG members who tried out the sample website. It is hoped this will suit the majority of our patients. This system is more secure than e-Consult.

When it becomes operational, Patients that still wish to telephone the Practice rather than use it will be dealt with by a separate team using KLINIK to ensure they are either given correct advice or an appointment is made for them to speak to a GP.

Patients coming to the Practice in person will be given a form to complete and hand in to be processed by the Practice.

6. Flu and Covid Booster Clinics

'Flu Clinics post Covid will be by appointment only. They will be held on 2 Saturdays in September, one at Edgbarrow School Campus and one at Birch Hill Medical Centre. Patients will be invited to make appointments by text and, subject to supplies being available, will receive Covid Boosters if they are eligible at the same time. There are no plans for Walk-Ins.

7. Monkeypox Vaccinations

In response to an Agenda item, the Practice Manager confirmed these will not be offered by the Practice but will be available via sexual health clinics.

The Chair thanked Steph for her work with the Group and for her tireless liaison between the Practice and the Group. She will be sadly missed. On behalf of the Group the Chair presented her with cards and a token of our appreciation.

8. Telephone statistics

A report on telephone calls shows an improvement in average waiting times.

The Practice Manager left the meeting.

9. PPG Newsletter

Both the current Editors have announced their wish to stand down so that other Group members can have the opportunity to take over. There being no immediate volunteers, the Chair has asked Group members to give this their consideration for the next meeting. The belated June issue will be issued shortly but work on the next issue will need to start shortly.

Action all Members

10. Any Other Business:

A general discussion took place regarding the use of advertising on the Patient Access link which directed patients to private medical sites. The link had been set up by Dr Sarah Jarvis and it was noted that she writes articles for magazines. The Group felt this may be the reason for such advertising as there was no real evidence that GP Practices directly benefitted from this App. It had been the forerunner of the NHS App and was likely to be the reason patients had initially been directed to it. Some patients preferred to continue to use it because of initial difficulties in accessing the NHS App.

The Group's attention was also drawn to the new Frimley Health App will offered patients the opportunity to view their hospital test results and records.

An invitation was verbally issued to all members to attend a Sikh feast on 4 September 2022. Formal invitation to follow.

The Chair advised that bi-monthly meetings would continue for the present. If urgent queries arose between meetings they should be sent to him via email and not to the Practice unless of course the questions were personal and not general.

11. Date and Time of Next Meeting:

Monday, 17 October 2022 at 1.30 p.m., venue Gt Hollands Surgery Education Room. Apologies and Agenda items to Secretary by Friday, 7 October 2022 please.

There being no further business, the Chair formally closed the meeting at 15.16 pm.

Beryl Kingsnorth, Secretary/Minutes.
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Minutes are available on the Ringmead Practice Website