

Minutes of the Ringmead PPG Zoom meeting held on

Monday 21 February 2022 at 2.30pm

Views expressed in these minutes are those of the PPG and not necessarily those of the Practice

PRESENT

Dave Gumm	Chair	Carole Doran	Deputy Chair
Ken Wilkinson		David Ainslie	
Samit Gaba		Viv Gunner	
Rita McNicholas-Gumm		Maggie Stevenson	
Margaret Timms		Peter Wolton	
Karen James		Peter McHale	
Steph Hopes	Practice Manager (part meeting)		

APOLOGIES

Tina McKenzie-Boyle, Gill Nelson, Tania Hewitt, Pat Whiteside, Beryl Kingsnorth

1. The Chair welcomed members.
2. Minutes of the meeting held on 24 January 2022 were confirmed.

MATTERS ARISING

3. The Winter PPG Newsletter is not yet on the new website nor were minutes after November 2021.

Post meeting Note. Minutes for January 2022 have been added

Action Practice Manager

One or two members asked when the emails to confirm access to children's records would be sent out. Steph said that this was a complicated procedure and details had not yet been agreed. There was no date for completion.

PRACTICE UPDATE

4. Steph said that the telephone system was still experiencing problems despite frequent attention from the engineers. Members suggested that as other practices had experienced similar problems with the new system it would be advantageous to discuss with them and the engineers, how the problems had been resolved. It was not acceptable that the problems had not been solved so long after installation. Patients were advised to use e-consult to contact the Practice. Interviewing for vacancies had progressed and Steph felt that "we have turned the corner" in terms of staffing levels. In response to a question Steph advised that access to the website for adding minutes and newsletters was in hand for when access was granted for the Practice. At the moment it was still in the pilot stage. It was hoped that the Chair would be able to have access to the provider for this purpose.

Action Practice Manager

Reminder Texts

Members said that they had not received texts to remind them of appointments but Steph said that this procedure had not been stopped. One member reported that she had been unable to book an appointment at reception in Great Hollands but had been told it had to be online or by telephone.

Action Practice Manager

A member asked if GPs had access to any notes when a Patient had a telephone consultation appointment. Steph confirmed that they had, including notes written by Patients on e-consult.

The Practice Manager said that as more staff had been allocated to the e-Hub to improve telephone contact for Patients, there were fewer available for reception. If only one Patient Services Assistant for reception duties were to be called away, perhaps to chaperone an examination, reception could be unmanned for a short time. Steph asked how the group felt about an explanatory sign e.g. "back in 5 minutes" would be viewed. After a long discussion the majority view was that to have an unmanned reception was unacceptable however short the period. As the time could not be specified there were security risks to an empty reception. Members stressed that Patients were the "customers" of the Practice and should expect a better service.

In response to a question Steph advised take up of texts for smear tests and the pilot Mole Check had been good.

The Chair thanked the Practice Manager for her contribution and she left the meeting.

Some members asked why Patients' records did not include information from hospital records. This was particularly frustrating when prescriptions from primary and secondary care were not collated. It was thought that the free exchange of information between the 2 factions was vital, particularly if a patient needed to reorder and a hospital prescription was not on record at the surgery. If GP's did not have access to this

information how can they treat/diagnose fully without full information? Is this a matter for the practice to pursue or the CCG?

Action/comment by Practice Manager

ANY OTHER BUSINESS

The Chair advised members that Steve Sansom, who was heading up Healthwatch Bracknell Forest, had expressed an interest in our PPG and had therefore been invited to the March meeting.

There being no further business the Chair closed the meeting at 3.40.

DATE FOR NEXT 2 MEETINGS

Monday 21 March at 2.30pm with sign in from 2.15

Monday 25 April at 2.30pm with sign in from 2.15. ***Please note this is a change from the published dates***

Dave Gumm Chair