

## **MINUTES OF THE RINGMEAD MEDICAL PRACTICE PPG ZOOM MEETING ON MONDAY 24 JANUARY 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
Martyne Vermaak	Assistant Practice Manager (Part Meeting)
Vonnie Phillips	Health Triangle Project Manager (Part Meeting)
Simon Robinson	Practice Paramedic
David Ainslie	
Samit Gaba	
Viv Gunner	
Tania Hewitt	
Rita McNicholas-Gumm	
Maggie Stevenson	
Margaret Timms	
Pat Whiteside	
Peter Wolton	
Beryl Kingsnorth	Secretary/Minutes

### **APOLOGIES**

Steph Hopes	Practice Manager
Karen James	
Peter McHale	
Tina McKenzie Boyle	
Ann-Marie Meyler	
Gill Nelson	

1. The Chair welcomed members and Simon Robinson, one of the Practice Paramedic Practitioners, to the January 2022 PPG Zoom meeting.
2. Minutes of the meeting held on 20 December 2021 were agreed.
3. **Matters Arising:**

The Winter Newsletter is now on the Practice Website and copies have been delivered to the Birch Hill and Crowthorne Libraries.

Copy for the Gt Hollands Matters and Crowthorne Eye Editors has been sent.

#### 4. **Practice Update:**

Simon provided members with a very interesting overview of the role of the Practice Paramedic Practitioners (Emma Bramwell is the other Paramedic Practitioner). Their duties include running acute minor injuries clinics, reviewing e-Consult forms referring to Clinicians as necessary, some face to face appointments and non-complex home visits. Simon has a particular interest in Paediatrics.

Martyne Vermaak, Assitant Practice Manager joined the meeting and updated members on the following matters:

4.1 Refurbishment at Birch Hill site – some work completed to accommodate the new 'Hub'. There will always be one clinician on duty in the Hub who will oversee medical issues with Simon and Emma dealing with e-Consults. Incoming calls **WILL ONLY BE FOR RINGMEAD MEDICAL PRACTICE PATIENTS**. e-Consults will come in from all 3 PCN Practices; so far only 3-4 have come in from Crown Wood and Evergreen Practices so it is not anticipated at this time that dealing with forms from the 3 Practices will cause a huge increase in workload.

4.2 Staff Training – Patient Services Assistants (PSAs) have received Care Navigator Training from CCG. This is to enable them to deal with Patients, particularly in respect to Social Prescribing referrals and how Home Visiting can be carried out from a variety of sources.

Care flags for immunosuppressed and Long Term Illnesses are being put on the Practice System to help with the process and Practice Manager, Steph, has requested a staff handbook setting out a Directory of Services.

Referrals of more Patients to Community Pharmacies will help Pharmacists to maximise their skill sets and provide a better service to Patients. Lloyd's Pharmacies are still not offering a full Pharmacy service in the area. Patients should check the Lloyds Pharmacy local websites for further information. They are no longer offering a 'NOMAD' service.

4.3 New Telephony - it is expected that this will go live on 8/9 February and is specifically for the Primary Care Service. This will be in place ready for the proposed cut-off of land lines, currently expected to be in 2025.

4.4 Male PSAs - in response to a question, it was confirmed that there are currently none at the Practice although they have always been welcome to apply. The current Patient Services Manager is male.

#### 4.5 Covid Vaccination Programme and Booster Vaccines

Vonnie Phillips joined the meeting and reported the following:

- The Birch Hill Hub had delivered a total of 71,539 vaccines over the last 12 months.
- Vaccinations will start to be delivered to 5-11 year olds over the next 2 weeks.
- Booster doses on-going with 4th doses starting to be offered to immunosuppressed and patients with long term chronic illnesses. The Practice will contact Patients to invite them to attend the Vaccine Hub to receive these.
- The Practice thanked PPG volunteers who have provided and organised assistance at the Vaccine Hub. This was greatly appreciated.

4.6 Pilot 'Mole Scheme' Check . The Practice has been selected to run this for about 6 months. A number of Patients will have received a text detailing this and advising how to self refer for this service. Dr Jalali will be the Practice Specialist Clinician running the project.

4.7 Access to Children's Medical Records by parents - Age 13 limit consent. Also Subject to GDPR (general data protection regulations). Parents will receive an e-mail from the Practice when this has been granted

Steph and Group Chair will liaise over Care Navigation Training Day at the Practice. The Chair thanked representatives from the Practice for what had been an informative and interesting meeting.

Martyne and Vonnie left the meeting at 15.18 p.m.

## 5. Election of Officers

The Secretary confirmed the following nominations for Officers during 2022/3 had been received:

DAVE GUMM - CHAIR  
CAROLE DORAN - DEPUTY CHAIR  
BERYL KINGSNORTH - SECRETARY  
KEN WILKINSON - TREASURER

There being no further nominations provided at the meeting, these officers were duly agreed and elected.

## 6. Any Other Business:

6.1 Group members will be sent a copy of information sent to Gt Hollands Matters and Crowthorne Eye  
**Action - Secretary**

6.2 A reminder that the Group's Spring Edition Newsletter (March 2022) will cover Arthritis and if any other items have been identified by members, please advise Viv or Beryl ASAP.

**Action - all members**

6.3 Group Members have been sent details of the NHS Video Consultant kindly provided by Ken. This is recommended reading!

**7. Date and Time of Next Meeting:**

Monday, 21 February, 2022 at 2.30 pm. Sign in will be available from 2.15 pm. Agenda items and apologies to Secretary please by Friday, 11 February 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 15.30pm  
Beryl Kingsnorth, Secretary/Minutes [berylkingsnorth@icloud.com](mailto:berylkingsnorth@icloud.com)

Minutes will be available on the new Ringmead Practice website after it 'goes live' on 1/2/2022 under '**Further Help and Information - Patient Participation Group**'

**Group - Please see Dave's copy to Gt Hollands Matters and The Crowthorne Eye on next page.**



## **Patient Participation Groups**

People often ask what is a Patient Participation Group (PPG) and what do they do that affects me?

Every medical Practice should have one! The Ringmead PPG is made up of a group of Patients who meet monthly to discuss issues that affect the Practice and Patients in an effort to improve communication. The group regularly invite the Practice Manager to part of the discussions and also a senior GP when the occasion demands. (Individual complaints should be raised by Patients through the established Practice process.) During these sessions representatives of the Practice answer questions raised by the group on behalf of Patients and inform the group of changes to systems and practices within the Practice and the NHS. Discussions are two way and frank, helping to improve the Patient experience and understanding as well as keeping the Practice informed of the views of Patients. The Practice welcomes the input of comments from Patients. Minutes of the meetings are published on the Ringmead Medical Practice website and can be viewed by anyone.

Some group members are involved with other groups in the area and bring advice and updates from those specialist groups including Dementia and Menopausal issues.

During the last year many discussions have centred around issues caused by the Covid pandemic. Hot topics have been telephone calls to the Practice and one result of that has been plans for a new and better system for dealing with incoming calls. Other topics can be followed via the Ringmead Medical Practice PPG Newsletter published quarterly and available in libraries and on the Ringmead Medical Practice Website. You do not need to log in to read them. The group would welcome suggestions for topics to be researched.