

MINUTES OF THE RINGMEAD MEDICAL PRACTICE PPG MEETING HELD ON MONDAY 20 JUNE 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
Dr Anant Sachdev	GP Partner, Practice (Part Meeting)
Steph Thorns	Practice Manager (Part Meeting)
Karen James	
Peter McHale	
Tina McKenzie Boyle	
Rita McNicholas-Gumm	
Maggie Stevenson	
Pat Whiteside	
Beryl Kingsnorth	Secretary/Minutes

APOLOGIES

David Ainslie
Samit Gaba
Viv Gunner
Tania Hewitt
Margaret Timm
Peter Wolton

1. The Chair welcomed members to the June 2022 PPG meeting and extended a welcome to Dr Sachdev. He also thanked Tina McKenzie-Boyle for her help in booking the venue.

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

3. Matters arising:

#5 Enhanced Services - this can be outsourced by Practices if they wish to do so. Our Primary Care Network want to run this service themselves. On Saturdays, appointments will be for routine healthcare only. Site is still to be determined. GP will be available during opening times (9 a.m. - 5 p.m.) and any surplus appointments will be offered to the 111 service.

4. Practice Update:

Dr Sachdev and the Practice Manager advised the Group that many Practices in the area and indeed nationwide, are experiencing chronic staff shortages. This is a serious issue and seems to have affected the South-East area more than most. It was noted that small practices seem to have been less affected.

Our own Practice has seen frontline staff severely affected by the rudeness and aggression of some patients and several staff have also resigned due to increased workload as a direct result of shortages.

The Practice workload has also been hit by increased CCG requirements which had been relaxed at the beginning of the Pandemic but were now having to be dealt with. The top performing surgeries in this area are the smaller ones, although it was noted that Ringmead Medical Practice is still offering the highest number of appointments in the 'overall Bracknell area'.

At present, in addition to the 7 GP Partners and 7 salaried GPs, the Practice has, 4 Paramedics + 2 new, 1 Mental Health Practitioner, 1 Social Prescriber, 4 Pharmacists 1 Physiotherapist

Vacancies are, 7 PSAs (previously Receptionists) 1 Supervisor (new resignation)

Although these posts have/will be advertised, Ringmead Practice is in direct competition with other local Practices. Bracknell seems to have been 'worst hit' in respect of staffing and there is a genuine recruitment crisis in this area.

Many people took up PSA positions without really understanding what the job involved, despite informative job descriptions which were reinforced during the interview process.

An in-depth discussion took place about the reasons it was proving so difficult to recruit and retain staff and how to increase Patients' understanding and patience. Suggestions were made to help resolve the situation, some of which the Practice was either doing, investigating, or have made future arrangements to carry out. These included:

- Joint presence of Practice and Group members at Clinics, local Fairs.
- Ditto School Careers Fairs
- Open meetings in all 3 Surgeries (possibly Saturdays?)
- Posts on Social Media
- New KLINIK system for our Practice (Chair has circulated documentation regarding initial meetings involving Group members and others which he has asked everybody to read so the Group is kept up to date)
- Query slips outside Surgeries for our Patients to leave queries with a response turnaround to be determined
- Help with training of new staff, either using a Training Consultant or with some Group Members

Dr Sachdev advised the Group that patients' expectations have dramatically increased since the first lockdown. The increase has mainly been in the younger and middle age group bands, due in part to people working from home, and a significantly larger number of patients being 'bounced back' to GP Practices from Secondary Care.

More of the GP telephone appointments involve mental health issues which require specialist treatment. Hospitals are routinely now telling patients who require follow-up services and advice after clinical discharge, to go back to their GP.

Some group members reported complimentary Patient comments. Dr Sachdev requested that any Group members or friends, family and acquaintances post positive experiences that they have had when interacting with the Practice staff on social media so that everyone can see them as well as the negative comments.

Chair asked Dr Sachdev to clarify current situation regarding booking appointments, currently Reception can only book 2 weeks in advance and some members had been advised this was due to uncertainty of staffing. This was clarified as 3 weeks for a GP appointment and 4 weeks for a Nurse appointment. There were still many "no shows" occurring, despite text reminders. Some Patients "forgot" and others "felt better". Whatever the reason "no shows" wasted appointments

5. Any Other Business:

Treasurer requested a Group agreement to closing the moribund bank account and drawing the cash balance part to be paid for hire of Hall for current meeting, the rest to be kept for future use. All members were in favour of this action.

Chair advised that he has created a new email address for the Group, which will appear on bottom of all minutes going forward and reminded Members that meetings will now be held bi-monthly at Great Hollands. Chair and Deputy Chair will meet with Dr Sachdev and Practice Manager in between meetings and report back to Group at main meeting or via email if more urgent.

6. Date and Time of Next Meeting:

Monday, 15 August 2022 at 1.30 p.m., venue Gt Hollands Surgery Education Room (our pre-Covid venue). As Secretary cannot attend, Peter McHale will be taking minutes. Please send Agenda items and apologies to Peter by Friday, 7 August 2022.

There being no further business, the Chair formally closed the meeting at 15.23 pm.

Beryl Kingsnorth, Secretary/Minutes
ppgringmead@gmail.com

Minutes are available on the Ringmead Practice Website.