THE VIEWS EXPRESSED IN THESE MINUTES ARE THOSE OF PPG MEMBERS AND NOT NECESSARILY THOSE OF THE RINGMEAD MEDICAL GROUP

MINUTES OF RINGMEAD MEDICAL GROUP PPG & AGM MEETING

Great Hollands Education Room

Monday 2 March 2026 AT 1.30 PM

PRESENT:

	Alan Brown	Chair
	Mike Blackman	
	Vivien Gunner	
	Glenys Kiff	
	Sandy Sweet	
	Alison Williams	
	Mike Butcher	
	Rita McNicholas-Gumm	
Practice:	Jane Taylor	
Apologies:	Beryl Kingsnorth	
	David Ainslie	
	Andrew Turner	
	Tania Hewitt	
	Paul Amphlett	
	Dr Roger Halliwell	
	Liz Halliwell	

1. **The Chair welcomed everyone March 2026 meeting.**

2. **Minutes of previous meeting**

   The Minutes of the Meeting held on Monday 15th December 2025 were agreed after the following corrections:

   a) Richard Fenny was listed twice in attendees and
   b) Paul Amphlett's apology was omitted.

3. **Practice Report – Jane Taylor, Practice Manager**

Ringmead Staff Update

The Practice has welcomed two new salaried GPs:

Dr James Edameades (M) and
Dr Tahreem Muzaffar (F)

Jodie and Sonya have Joined as PSAs.

Dr Wishaev Goel will be retiring at the end of March, and we wish him well for the future.

Menopause

The Practice has 5 GPs with a special interest in Menopause, and all GPs can generally advise about Menopause. It is looking to have a Menopause Lead and has run evening menopause Group Consultations that have proved to be popular and can be a social group as well.
The Practice will be reviewing the format of these group consultations.

Surgery Signage - The Practice is looking to update all signage outside all 5 sites over the next few month to facilitate a cohesive Ringmead surgery group.

The health event is planned for Saturday, 16 May 2026 and will be held at Bucklers Park Community Hub, starting at 1:30 PM. The current plan is to have Dr Sachdev talking about cancer and how to live well. The Practice is also trying to get another speaker but this is to be confirmed.

The Practice will greatly appreciate help from the PPG in organising the event and setting up tables, chairs etc on the day. The room is available from 1pm and must be cleaned up and vacated by 5pm. More details to follow and requests for help.

The health desk is still very much in mind and hopefully, this can get going after the health event. The Practice would like to thank Andrew Turner for reaching out to work with Jane Taylor on this. However, CQC revisit has had to take precedence, so not further progress has been delayed but it it hoped that work can resume following the May Health event.

CQC inspection - The Practice was contacted by the CQC for a follow up inspection during December which involved multiple staff members having Teams meetings with the inspectors, 2 days of full site visits on 11th & 16th of December followed by several weeks of follow up reporting.

It was an in depth robust and comprehensive inspection that covered all aspects of the Practice and initial feedback is that there have been vast improvements in all areas and the initial report is looking good.

The Practice is still waiting for the report come out, note, it did take nearly four months last time. Please keep this CQC feedback to yourself for now until we get the full and final report which will be made public.,

Comments on Facebook – A recent comment that spiralled into 80+ messages on

the ‘We love Sandhurst’ social media platform was discussed. Unfortunately, the negativity from a lady sat in the waiting room did not reflect the excellent care provided to the patient. This had a demoralising effect on the staff member involved who was deeply upset and affected the whole team.

The Practice Management Team are now looking at recruiting a social media person who can help with communications for the practice. The Practice does amazing work with clinical excellence, and offers additional services above NHS services. It is hoping to start promoting the good work that it does to counteract this negativity.

Good neighbours – discussed, a PPG member can attend if they like.

PPG dates all booked with the centre for the PPG meetings confirmed (see Agenda item 6 following).

New PPG Members – It would be a good opportunity to be able to enable additional members to join the PPG and advertise more widely that patients can join easily in the surgeries. Maybe something for discussion at our next PPG meeting.

PPG telephone help sheet – we can look to adding this list to our website and noticeboards in the surgeries, although the names and telephone numbers will need to be checked. We are also looking to provide a patient leaflet for new and existing patients. We can add these helpful telephone numbers to it and maybe the PPG can help with this document.

Surgery Data

The Practice Manager shared data around appointments, telephones and Friends and Family data.

Rapid Health	**Jan**	**Feb**
Admin requests	1494	
Medical requests	5043	
Medical automated	2456	
% medical automated	49%	
Appointments - f2f	7025	6831
Appointments - tele	8781	7886
Appointments – house call	649	569
Total appointments	**16455**	**15286**
Appointments - flu & covid	251	37
DNA	332	333

face to face appointments by site	**Jan**	**Feb**

Birch Hill	1957	1846
Great Hollands	1006	1058
Crowthorne	1407	1288
Yorktown	1291	1599
Owlsmoor	1773	1366

Total Bracknell	2963	2904
Total Sandhurst	3064	2965
Crowthorne	1407	1408

CPCS	124	144
TympaHealth Pilot	12	24
Referrals done	1524	824
Prescriptions done	13044	12501
Results	7238	7083
Med3	581	586

Telephone calls	**Jan**	**Feb**
Total incoming	19563	19058
Outgoing	16968	15863
SMS sent	36321	27043

Complaints are showing an ongoing trend of decreasing and will share a selection of comments from patients (see attachment).

FRIENDS AND FAMILY DATA FOR FEBRUARY 2026 IS 85%.

4. **Jess's Rule – practice position – Jane Taylor**

   We discussed the three strikes, and the campaign following the sad death of a 27-year lady. The Practice has already discussed 'Jess's rule' in clinical meetings as a prompt and reminder. However, the Practice felt it already had good processes embedded.

   New cancer diagnoses and deaths were also discussed in practice meetings as well, to share any learning points and to ensure quality and clinical care.

   Training is planned for the non-clinical BASE training afternoon March 10 as well.

5. **Election of Officers and agreement of Code of Practice & Terms of Reference**

   Unfortunately, two members had to leave the meeting at this point and we were no longer quorate per our Terms of Reference. The election of officers and other AGM business has been deferred to the next meeting on 18th May.

6. **Agreement on Meetings date 2026**

   The meeting dates for the rest of the year and up to the 2027 AGM were accepted as:

   2026 - 18 May, 20 July, 21 September, 16 November

   2027 - 18 January, 15 March (AGM)

7. **Any Other Business**

   None.

8. **Date, venue and time of next meeting (AGM)**

   Great Hollands Education Room

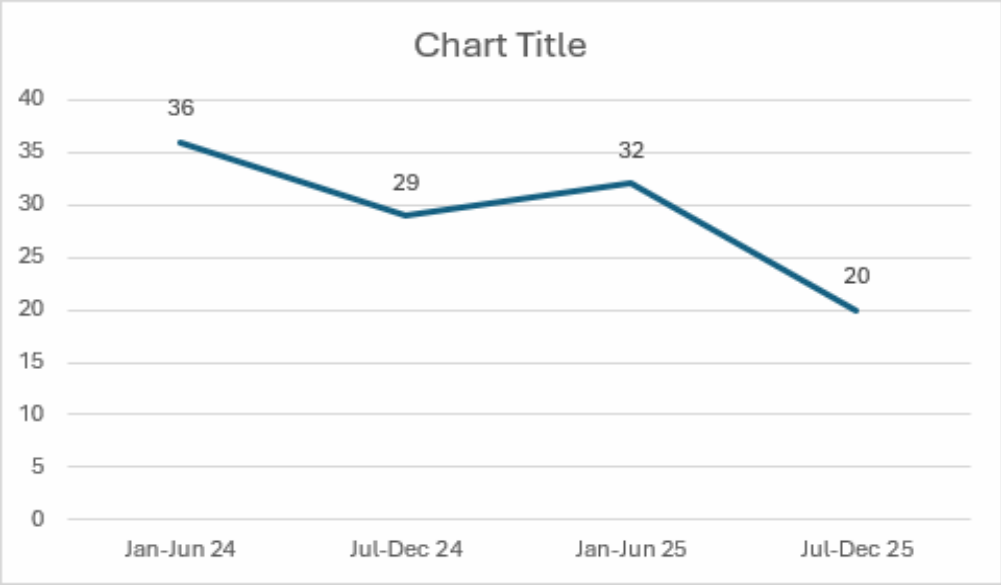
   Monday 18 May 2026 AT 1.30 PM

Ringmead Group PPG - ppgringmead@gmail.com

Attachment:

Complaints, Compliments and Feedback

The table below demonstrates a sustained reduction in complaints from January 2024 to January 2026, reflecting an ongoing downward trend. This is indicative of the practice's strengthened service quality and effective management.



Friends & Family Test results

October 2025 91%

November 2025

84% December

2025 84% January

2026 87%

February 2026 not available yet.

January 2026 Friends & Family Summary of comments

Test Result 87% Excellent or Good

Patients' comments

just arrived in Bracknell to live with my son and family and the medical service has been excellent. I have numerous health conditions and the transition from medical services at Blackpool Lancashire have been great from both doctor and nurses at the surgery to hospital appointments and arrangement aft my

numerous med; surpassed my expectations speed of arranging meds supply and initial appointments with doctor and diabetic nurse

05 Jan 2026, 15:41

I received a text message asking me to contact the surgery to arrange an appointment. When I phoned, I was told I was number 3 in the queue. I didn't have to wait long to speak to someone. When I arrived for my appointment, I was seen promptly.

07 Jan 2026, 17:04

Was seen within days. –

08 Jan 2026, 15:53

Friendly professional No problems for me happy with the system N/A -

09 Jan 2026, 11:36

The response to all appointment requests online and over the phone is excellent! The staff are very friendly and kind during all interactions and do their best to give a great service.

13 Jan 2026, 16:37

Easy to book and get to see a doctor

14 Jan 2026, 14:36

Quick response to my initial enquiry and appointment was in a reasonable time frame Convenient appointment time was provided which helped a lot

19 Jan 2026, 18:05

Quick service. Very pleasant staff –

24 Jan 2026, 18:44

Answered promptly, receptionist was helpful and filled in form. Very good. Would not have wanted to fill in form myself Initial contact was good and was contacted and supplied anti biotics promptly.

21 Jan 2026, 15:17

Easy to book appointment, speedy timings for appointment, no waiting around and the team was absolutely brilliant. N/a N/a

24 Jan 2026, 21:49

The receptionist at Birch Hill was brilliant she arranged a diabetic appointment

next day. Very helpful and pleasant and gave me urine test kit Nothing It was a very pleasant visit. **I used the toilet there - very clean**

29 Jan 2026, 11:11

Doctor phoned within an hour of my filling in form. –

31 Jan 2026, 10:21

Excellent. On time and efficient. Nothing My expectations are high and you met them.

31 Jan 2026, 08:44

“When I phoned, I was told I was number 3 in the queue. I didn't have to wait long to speak to someone”

“You give call back service (amazing)”

Friends and Family Statistics December 2025 Summary

Clinical Care Quality
- “Excellent / very good care” – 18 times
- “Thorough / professional consultation” – 15 times
- “Couldn’t fault the care” / “very satisfied” – 9 times

Feeling Listened To / Taken Seriously
- “Felt listened to” / “took my concerns seriously” – 14 times
- “Understanding / patient / attentive” – 1 time

Kindness, Compassion & Reassurance
- “Kind and reassuring” – 17 times
- “Friendly / supportive / caring” – 13 times
- “Made me feel at ease / comfortable” – 8 times

Communication & Explanation
- “Explained everything clearly” – 6 times
- “Clear / helpful advice” – 12 times
- “Good communication” – 7 times

Nursing Care
- Positive nursing comments (overall) – 9 times
  Including: “Nurse was amazing”, “kind and caring”, “excellent nursing care”

Reception / Administrative Staff
- “Helpful and polite” – 14 times
- “Efficient / dealt with query well” – 11 times
- “Professional and courteous” – 8 times