

MINUTES OF THE RINGMEAD MEDICAL PRACTICE PPG ZOOM MEETING ON MONDAY 23 MAY 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
Dr Alex Cran	Practice (Part Meeting)
Vonnie Phillips	PCN Project Manager, The Health Triangle (Part Meeting)
Shelley Johnson	UK Head Customer Success, KLINIK Healthcare Solutions UK (Part Meeting)
Samit Gaba	
Tania Hewitt	
Rita McNicholas-Gumm	
Maggie Stevenson	
Margaret Timms	
Pat Whiteside	
Peter Wolton	
Beryl Kingsnorth	Secretary/Minutes

APOLOGIES

David Ainslie
Viv Gunner
Karen James
Peter McHale
Steph Hopes

1. The Chair welcomed members to the May 2022 PPG Zoom meeting and extended a special welcome to Dr Alex Cran.
2. Minutes of the meeting held on 25 April 2022 were agreed with no matters arising.

3. KLINIK Presentation and Discussion

The Chair welcomed Shelley Johnson from KLINIK to the meeting. KLINIK is a Danish Company established in 2004. It is used by over 230 GP Practices across the UK covering a patient base of over 90,000. The system loads onto a Practice website as 'KLINIK HEALTHCARE SOLUTIONS', initially advising patients to use other services if their problem is urgent. Patients with no NHS login can simply continue to use the clearly signposted services, those with an HS log in will need to input it.

Shelley provided the Group with an interesting mock-up presentation and in-depth information regarding the KLINIK Triage Software system. Ringmead Practice is expected to adopt it later this year to replace e-Consult. It is not intended to replace emergency services and patients should continue to use these as directed where necessary.

The main advantages of KLINIK are:

- The Company offers on-going support for GPs in the use of their platform.
- Designed to be as simple as possible to use so patients will find it easier to navigate.
- Access Tiles go through an A.I pathway with 1 page for each symptom
- Changes and 'add-ons' identified by patients and Practice are easy to make
- Less admin and a more efficient use of Practice resources, bearing in mind length of time required to train up new Clinicians under current NHS system
- Reduction in the need for patients to telephone the Practices PSAs will be using same tool to triage callers.
- Obviates the need for patients to wait in long call queues, also freeing up more phone lines within Practice.
- Can be more easily used by patient carers
- Is an effective triage tool for both patients and PSAs thus ensuring patients are directed to the correct type of help

The Chair thanked Shelley for the presentation and she left the meeting.

Dr Cran then added to the discussion by advising Group Members that the Practice felt this system is much smarter and will enable GPs and Clinicians to assess medical issues and use resources more efficiently as not everything will be 'going through Reception'. This will result in a more efficient response to patients. He invited Group Members and Patient Representatives from outside the Group to join a 'focus group' ensuring patients needs would be identified, reported to both the Practice and associated external 'Bodies'. This would ensure that these needs were adequately met within a 'live' KLINIK System, which was expected to replace e-Consult by the end of October..

Four Group members and one person outside the Group have so far volunteered to take part in the Focus Group.

4. **Practice Staffing Update:**

The Deputy Practice Manager had provided the following information:

2 new PSAs have started today. A further 2 will be starting shortly. Advert for more PSAs is out.

2 new Paramedics will start, 1 on 20 June and 1 on 4 July.

The Practice is advertising for another GP.

A new Pharmacist will be starting in August.

5. **Enhanced Services**

The Group had previously received outside links relating to GP services but the Chair had been advised that most of these were already being provided by the Practice. Vonnie Phillips confirmed that from the beginning of October 2022, primary care (i.e The Practice) must introduce 'enhanced access'. This is different from 'extended hours'.

The Practice will be required to open from 18.30 pm to 20.00 pm Monday to Friday and from 9 am to 5 pm on Saturday. Practices will not open on Bank Holidays but will need to make up the hours lost during closures at other times.

Pre-bookable appointments will be available 2 weeks in advance and any appointments not taken up by our Patients will be released unused for use by the 111 service. There are currently no plans for additional specialisms to be provided at present,

Vonnie asked the Group for their thoughts and ideas about the services the Patient base would require, e.g. additional GP capacity, nurse appointments, long term conditions, etc.

The Practice has had internal discussions about this and with the CCG and other PCNs so there was a rough idea of what is needed, however those who are affected needed to voice their views so that these can be incorporated into any final proposals.

It was felt that the Practice currently had a large number of older patients with associated health conditions and Ideas put forward included musculoskeletal specialisms, additional means of identification and delivery of pneumococcal and shingles vaccines, services for carers, faster access to physio services and capture and delivery of annual health checks for the elderly and for those with long term health conditions.

Vonnie will report back on these suggestions. The Chair thanked her for her time and input and she then left the meeting,

There followed a Group discussion about 'how we inform all our patients about these changes'. The Group identified:

- Summer fairs and Carnivals
- General informative meetings
- Newspaper articles
- Practice and Facebook Group Websites
- You Tube videos

The general consensus was that KLINIK would make things a lot easier for our patients.

6. **Any Other Business:**

Dr Sahota has completed a training course in Menopausal treatment. Dr Cran advised that the Practice now recognises her as the 'go-to' Specialist for these issues if a GP or Patient needed further help. The GP can release an appointment for a telephone or face to face consultation with Dr Sahota. Group Member Tania Hewitt has offered to support GPs and patients if required.

7. Date and Time of Next Meeting:

Monday, 20 June 2022 at 1.30 pm and Dr Sachdev will be invited to attend.

It is expected this meeting will be either face to face at a venue to be confirmed, or via Teams or Facebook Rooms. Chair advised that Dr Sachdev has confirmed that in view of the valued contribution made by the Group, the Practice will pay for any venue.

So far Gt Hollands Community Centre can accommodate Group meetings but their representative has yet to confirm pricing, Maggie Stevenson has details of the EHBC venue but it is in the form of a hard copy that she will deliver to Chair to consider.

Thereafter, it is likely that meetings will be bi-monthly on dates already published, and will be starting earlier at 1.30 pm. Remote attendance arrangements will also be investigated. There will be no meetings in July, September and November 2022.

Agenda items and apologies to Secretary please by Friday, 10 June 2022.

8. There being no further business, the Chair formally closed the meeting at 16.11 pm.

Beryl Kingsnorth, Secretary/Minutes berylkingsnorth@icloud.com

Minutes are available on the Ringmead Practice Website.