

**MINUTES OF THE RINGMEAD MEDICAL PRACTICE PPG ZOOM MEETING ON MONDAY 22  
NOVEMBER 2021 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
Steph Hopes	Practice Manager (part meeting only)
David Ainslie	
Samit Gaba	
Tania Hewitt	
Peter McHale	
Rita McNicholas-Gumm	
Maggie Stevenson	
Margaret Timms	
Pat Whiteside	
Peter Wolton	
Beryl Kingsnorth	Secretary/Minutes

**APOLOGIES**

Viv Gunner  
Karen James  
Tina McKenzie Boyle  
Ann-Marie Meyler  
Gill Nelson

1. The Chair welcomed members to the November 2021 PPG Zoom meeting, postponed by one week so that the Practice Manager could attend. He also introduced a prospective new member, David Ainslie.

2. Minutes of the meeting held on 18 October 2021 were agreed.

3. **Matters Arising:**

3.1 Surgery Signage at the Gt. Hollands site has now been resolved..

3.2 Dr Sahota has agreed to take on the role of the Practice menopausal specialist and a link to the available training will be sent to the Practice

**ACTION: Tania Hewitt**

6.1 (October 18) It has been established that Prescription Reviews have never been available on-line.

4. **Practice Update:**

New website is now live and the PPG link has been fixed. So far the feedback has been positive, but it was noted that the icons for e-mail contact and e-consult were very similar and it was suggested that a change should be considered to avoid confusion and the use of acronyms should be avoided. The Practice Manager will look into this.

New systems in respect of accessibility to Integrated Care System are going live in Yately and Greenwood Practices in December.

The switchboard area is to be provided at the Birch Hill site in the area currently occupied by patient records necessitating the removal of these. Dr Aloysius has applied to CCG for funding and

as digitalisation of notes is a process that all Practices will be required to achieve, it will be brought forward for our Practice.

The Practice uses the 'Peach' telephony system. The CCG are currently looking at telephony systems for all Practices but this process will not be of any benefit to our Practice. The Practice Manager advised that all phones in the 3 area locations flash when calls are incoming and patients in waiting areas would not necessarily hear a ringing tone but all staff are aware of the calls. Group members were concerned that patients were still getting the message asking them to call back later.

The Practice Manager has recently met with the team running the e-consult project and the website has been changed to separate these requests into 'consult' and 'admin' so that the process is faster.

Staffing - 1 new receptionist (PSA) has started. 2 are on long term sick leave. Adverts are out for additional salaried GPs. Recently some applicants invited to attend for interviews have not turned up, giving no reason.

Trainers from the Clinical Commissioning Group (CCG) have delivered two training sessions recently and staff who attended found them very useful.

Practice plans to reintroduce Dementia training, face to face. Further information will be provided in due course.

### **The Practice Manager left the meeting**

Group were concerned that negative comments relating to Covid Clinics at the Birch Hill site reflected on the Practice as a whole. Chair stressed that the Practice involvement with Covid Vaccination Clinics had been limited to providing the Birch Hill building. Usually only one of our GPs attended so the clinics did not have an effect on ordinary patient appointments/care. At present, there is no information regarding additional Covid boosters.

The Primary Care Network (PCN) Clinical Lead on Covid Vaccination clinics, Dr Aloysius, is aware of issues, many of which are outside the control of our PCN and he has attended clinics to observe these firsthand. Difficulties have been exacerbated by 'walk-ins' (required by the CCG) despite the fact that the clinic was not a 'grab a jab' site.

He had raised concerns with the CCG and was awaiting a response. However it was essential to meet the demand for children's vaccinations because they are seen as a contributory factor in spreading the virus. At least 6 weeks of vaccine clinic are now completely booked. Reduction in clinics to Mondays and Thursdays with limited Saturdays meant that they are managing with fewer volunteers.

### **Post Meeting Note**

The walk in facility is no longer advertised for these clinics

### **5. Any Other Business:**

Gill Nelson has contacted local Pharmacies and Libraries regarding distribution of PPG newsletters. Pharmacies were unable to help due to the regulations governing their displays. The Librarian Manager covering libraries at Birch Hill, Gt Hollands and Harmanswater has agreed to help and the Practice will be asked to help with printing.

Group members will approach the editors of local magazines distributed in Crowthorne and Gt Hollands to see if they could include a bullet point summary of the next newsletter. Viv and Beryl will arrange to provide this if required.

Concerns were raised about delays in triaging for scans, appointments required by the 111 system and results required to be shared between East and West Berkshire. Chair will invite Dr Sachdev to our next meeting so that he can comment on this.

**Post Meeting Note: Press release**

The NHS will receive £248 million to modernise diagnostics and help tackle patient waiting lists. Dr Sachdev will be asked to comment in more detail at the next meeting if he is available.

It was confirmed that Zoom or Teams meetings will continue to be the format for future meetings as social distancing requirements cannot be accommodated in the Practice Buildings due to the current number of Group members.

The Secretary will provide additional dates for 2022/23 meetings and Chair has asked members to give consideration for nominations of key posts to be agreed at the January 2022 meeting.

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

Monday, 20 December, 2021 at 2.30 pm. Sign in will be available from 2.15 pm.  
(Images of mince pies and Mulled wine will be available on request)

Agenda items and apologies to Secretary please by Friday 10 December, 2021.

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 15.25 pm

Beryl Kingsnorth, Secretary/Minutes  
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Minutes are now available on the Ringmead Practice website under 'Patient Involvement'