

MINUTES OF THE RINGMEAD MEDICAL PRACTICE PPG MEETING HELD ON MONDAY 17 OCTOBER 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 (Part Meeting)
Dr Alex Cran	Practice GP (Part Meeting)
Martyne Vermaak	Practice (Part Meeting)
Graham Lawton	Practice (Part Meeting)
David Ainslie	
Viv Gunner	
Tania Hewitt	
Karen James	
Rita McNicholas-Gumm	
Maggie Stevenson	
Margaret Timm	
Pat Whiteside	
Peter Wolton	
Beryl Kingsnorth	Secretary/Minutes

APOLOGIES

Samit Gaba	
Peter McHale	
Tina McKenzie Boyle	
Andrew Turner	
Ken Wilkinson	Treasurer

1. The Chair welcomed members to the October 2022 PPG meeting.
2. Minutes of the meeting held on 22 August 2022 were agreed.
3. No Matters arising.

4. Practice Update:

Staffing – 2 PSAs have left, 3 new PSAs have started. The new Supervisor (Yvonne) has settled in very well. Further interviews are taking place and Graham confirmed that the Practice was now just 2 PSAs away from full recruitment. He had also been authorised by the Partners to recruit staff in excess of requirements to try and avoid future understaffing issues.

Caroline Carter had been working with the Practice to deliver training to new staff and has put together an excellent package for staff.

Clinical staff is at full complement, although one GP has reduced his hours from 2 days a week to 1, also doing some locum work.

Group members were very sad to learn that Dr Judge has resigned. Her last day of service will be 27/10/22

Toby French will join the Practice on 1/11/22 as Operations Manager. Toby comes from the Frimley Health Trust. Attika Hai will start late November as Practice Business Manager. These two positions replace that of Practice Manager. It is hoped that both Managers will be able to accept an invitation to be introduced at the next PPG meeting.

5. Prescription Hub Update

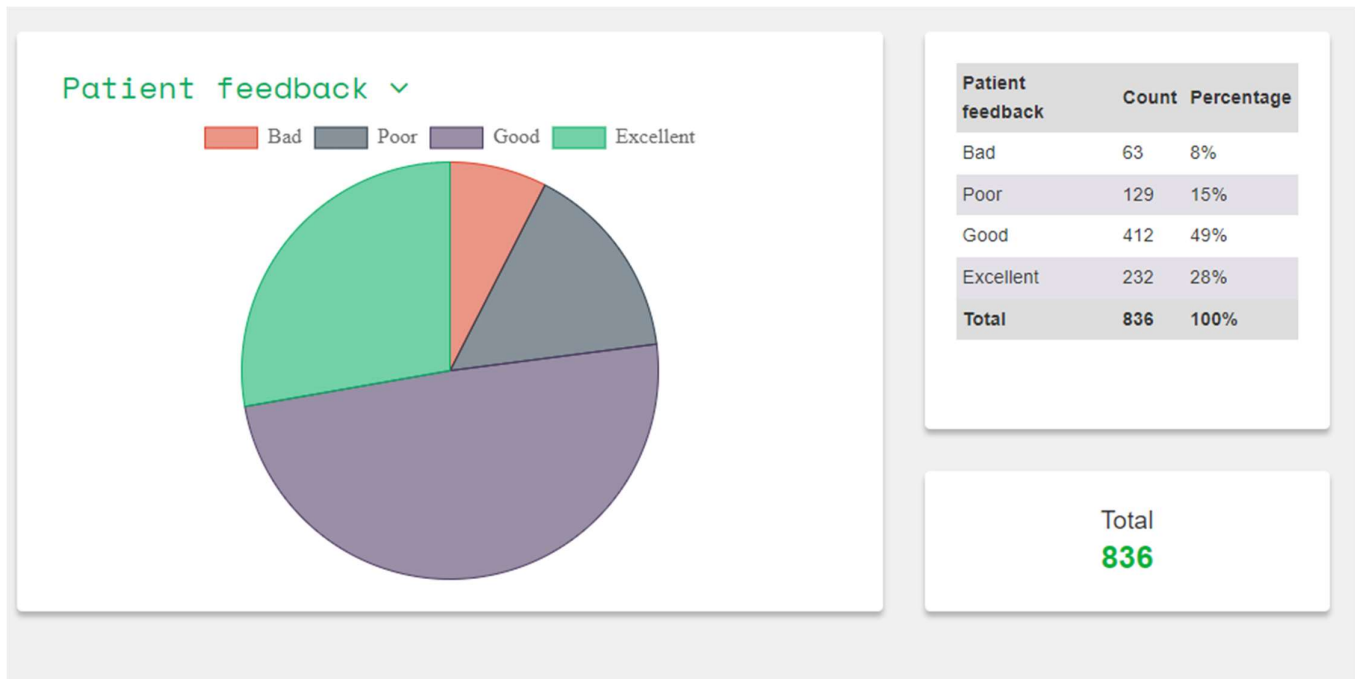
Some Group members felt there was now a delay in issuing prescriptions. The Practice Representatives advised the problem was with Pharmacies, particularly Lloyds, who do not have a reactive IT system.

The Hub was set up because there were three staff members dealing with prescription issues, one at each Practice site

it made sense to move them all to one location so that they could work together and support each other and the Practice. The Hub was working from the Great Hollands Site with one dedicated Pharmacist on site to deal with queries during the morning and evening. The Hub is there from 8 a.m to 6 p.m.

KLINIK UPDATE

Dr Cran advised the Group that patient reaction to the new KLINIK System was very favourable. As it was largely an AI System, some things were difficult to change although some were easy. The Practice has supplied the following breakdown of response for the Group's information.



The Chair advised that he had received feedback from Group Members regarding issues that have arisen in respect of patients who cannot complete the form due to either Language or cultural difficulties, Mental health issues, and for those who were uncomfortable when it was a personal issue requiring confidentiality or were not 'technically savvy' enough to use the system online or with an iPad provided by the Practice. PSAs will be given further training to enable them to identify patients who may need such help but did not know how to ask for it.

He asked whether it was possible for the receptionist or a dedicated staff member to accommodate such patients in a private room to provide them with all the assistance required.

It was agreed that in future PSAs will give help to patients completing the KLINIK form at Surgery sites if they requested or obviously needed it. If they are not comfortable completing the form with the PSA at the desk, then someone will assist the patient(s) in a private area. Dr Cran will arrange for a notice regarding this offer to be displayed in all 3 surgeries.

Chair has passed Dr Cran a list of questions posed by Group Members and he undertook to check with KLINIK whether these issues are recurring ones.

At present the Practice routes for appointments and medical queries are:

1. Via Patient Access which is still available
2. Via KLINIK triage
3. By telephone
4. By personal visit to one of the Surgeries.

Some suggestions were made regarding faster access to Clinicians and these will be considered by the Practice.

A further question was asked as to how the patient can draw attention to a lack of response to a KLINIK form from the practice. Dr Cran explained that all on-line forms received either via KLINIK or Patient Access go directly to a GP who will

process patients enquiries and arrange an appropriate response. Patient/practice interface should then take place. If the query is seen to be non-urgent there may be a delay in responding.

Currently KLINIK/EMIS (the system used by GPs and other Clinicians) may cause this delay. The Practice will ensure that staff are reminded of the need to ensure mailboxes are cleared daily and will look at simplifying the messages to patients.

It was raised that there was no procedure available for women to communicate their health needs, particularly in respect of menopausal issues. The Practice will send feedback to KLINIK regarding this very sensitive and important issue. Dr Cran said that KLINIK were very responsive to suggestions.

7. Covid and Flu Clinics

The Chair asked Practice Representatives if it would be possible to move the vaccination clinics to the morning to avoid lengthy queues and the need for patients to 'compete' for parking with parents collecting their children from Birch Hill Primary school. The Practice advised this might be not possible due to the availability of vaccinators.

8. Payment per head for vaccinations

Practice confirmed both GP Surgeries and Pharmacies receive the same payment. Practices are paid per head of patients. However, the prevailing factor is availability of vaccines. These are controlled by NHS England and the order for next year had already been placed, with sufficient for all PCN Patients. If Practice patients chose to go to a Pharmacy because they could not get their preferred appointment date, then the Practice would be left with unused vaccine that was wasted.

Dr Cran left the meeting.

9. PPGs and the Art of the Possible

An in-depth discussion took place about how the Group could reach out into the community. It was generally felt that the suggestion was currently impracticable; the Practice suggested that such an approach was something that could be jointly handled with Steve Olney, the Practice Social Prescriber.

An in-depth article regarding Social Prescribers had appeared in one of the Group's initial Newsletters and it was agreed that Steve should be invited to a Group Meeting to continue this discussion.

10. PPG Newsletter

Unfortunately, there were no volunteers to take over production and editing of the Newsletter. The Chair begged the current Editors to produce one more newsletter and they will meet to consider.

11. Proposed Facebook Group for PPG

The Group considered whether to set up a new Facebook Group. After some discussion, it was felt that privacy and moderation issues made this a 'non-starter'. The Practice have agreed to post any items of interest to patients to identified by the Group on the Ringmead Medical Practice Facebook page.

12. NHS Meningitis Awareness Paper

This related to information from the NHS circulated to members prior to the meeting. The Group believed this was a very serious message to be circulated to patients and by copy of these minutes it is requested that the Practice post this on their Facebook page.

13 Any Other Business:

No items raised.

14. Date and Time of Next Meeting:

Monday, 19 December 2022 at 1.30 p.m., venue Gt Hollands Surgery Education Room. Apologies and Agenda items to Secretary by Monday, 5th 2022 please.

There being no further business, the Chair formally closed the meeting at 15.40 p.m.

Beryl Kingsnorth, Secretary/Minutes

ppgringmead@gmail.com

Minutes are available on the Ringmead Practice Website