MINUTES OF RINGMEAD MEDICAL GROUP PPG MEETING HELD AT

YORKTOWN ROAD SURGERY, SANDHURST

WEDNESDAY 23 OCTOBER 2024 AT 6.30 PM

PRESENT:

	Alan Brown	Chair
	Carol Doran	Deputy Chair
	Mike Routledge	GDPR Officer
	Mike Butcher	
	Vera Routledge	
	Mike Blackman	
	Roger Halliwell	
	Richard Penny	
	Liz Halliwell	
Practice:	Dr Anant Sachdev	
	Jane Taylor	
Apologies:	Margaret Timm	
	Andrew Turner	
	Rita McNicholas-Gumm	
	Pat Whiteside	
	Beryl Kingsnorth	Secretary
	Vivian Gunner	
	Karen James	
	Tania Hewitt	
	Tina Mackenzie Boyle	

1. The Chair welcomed everyone to the October 2024 meeting.

2. The Minutes of the Meeting held on Monday 19th August 2024 were agreed.

3. **PRACTICE NEWS SINCE LAST MEETING:**

Dr. Sachdev reported on new clinical and admin staff who have been recruited in the last few months: 4 new doctors, 1 new paramedic, 2 new 1-day doctors who will start soon, 1 full-time pharmacist to start in 2 months and 2 more being interviewed. The practice is currently recruiting for a physiotherapist, practice nurses and 2 healthcare assistants**,** 5 admin vacancies and an Assistant for the Operations Manager.

Dr. Sachdev reported on recent patient feedback regarding the working of the practice which showed a good positive reaction from patients and from friends and family. Prescriptions were being cleared in 3-5 days. Dr. Sachdev commented that approximately 40% of patients were using the NHS App which he would like to see increased. He also reported that there has been a

reduction in the number of complaints regarding the working of the surgeries, together with positive compliments regarding the surgery staff.

With regard to the CQC report, Dr. Sachdev reported that the practice had completed approximately 80% of actions asked for by CQC. The other 20% of actions requested by the CQC are in hand. Dr, Sachdev commented that feedback from the CQC only concentrated on the negative aspects, not on the positive actions already achieved.

Dr. Sachdev commented that he had been made aware of detailed information that was only shared with the PPG regarding the practice had been sent to the Local Authority. He stressed that information discussed regarding the practice was confidential and any such information should only be publicised on his authority.

4. **RSV, FLU AND COVID VACCINATIONS**

Dr. Sachdev reported that he had received information that patients were pleased with the Ringmead vaccination service. They said that the system was well organised and he had received positive written compliments from a lot of grateful patients. It was felt that overall the vaccination system was a success with 7255 patients vaccinated to date for Flu and/or Covid.

With regard to using specific medical premises for the immunisation service, Dr. Sachdev reported that Covid vaccination clinics have to be separately approved and registered and as this is not currently possible, alternative premises have to be used.

RSV cannot be given at the same time as other vaccinations. More clinics are being organised and timetabled and patients will be contacted in due course.

5. AFTERCARE ON DISCHARGE FROM HOSITAL

Carole Doran raised a query on behalf of a patient regarding aftercare on being discharged from hospital involving dressings and medication, between the hospital and the surgery.

Dr. Sachdev stated that it was the responsibility of the hospitals to organise and inform local medical surgeries, district nurses etc. Unfortunately at present there can be a time lag in the relevant information leaving the hospital and being processed at the patient's local surgery.

6. ACTIONS FROM PREVIOUS MEETINGS

- **Klinik Hours -** It was reported that this was a work in progress between Klinik (which is a 3rd party) and the practice website provider.
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- **Evening PCG Meetings** – Dr. Sachdev stated that neither he nor Jane will attend any more evening PPG meetings, unless they are called for urgent or emergency matters. It was agreed that the meetings could be

alternated around Birch Hill, Crowthorne, Great Hollands and Sandhurst but must be held during the day, at lunchtimes or during afternoons. Dr. Sachdev expressed the benefit of engaging the Nepali community with the PPG. He has had recent contacts with community members who expressed interest.

It was noted that the attendance at the meeting on the 23rd October was very low. It was agreed that a rota of meetings should be drawn up and agreed.

- **'Understanding the Menopause' Booklets** – Dr. Sachdav requested more detail regarding the purchase of these booklets.

7. PPG VIRTUAL-GROUP

This has been discussed a number of times. Alan Brown stated that he had looked around at different groups to see how they operated. There was usually a managed questionnaire with a database of people to whom it should go. The patient database was maintained by the practice and mainly used for sending out questionnaires.

The Sandhurst practice had a sizeable virtual group which was based around the mysurgerywebsite.co.uk. Survey responses were analysed and the results published in the Sandhurst Magazine.

It was proposed that the PPG should restart a virtual group. The practice no longer uses mysurgerywebsite.co.uk. Martyne was able to arrange a download of the virtual group contact details. Unfortunately, these are no longer valid due to GDPR. It was also suggested that other survey means can be looked into e.g. Survey Monkey, which is probably easiest way to do it and has been used by other local PPGs.

The PPG board will liaise with Jane to explore options.

8. ANY OTHER BUSINESS

SSP Medications - There seems to be confusion between patients and pharmacists as to how this system works.

Such medication prescriptions are generated by the GP. The medication can be obtained by the Pharmacist, but the use of these medicines has to be approved by the Department of Health and this has to be discussed directly with the patients.

Remembrance Day Wreath – We have been once again invited to lay a wreath at the Sandhurst Memorial Service. Alan Brown will be representing the Patient Participation Group of Ringmead Medical Group.

Menopause Booklet – There is to be a group consultation meeting this coming Saturday to discuss menopause and how to deal with it, together with other information booklets.

Health Events - It was suggested that the organising of health events should be resurrected during next year, to include subjects such as cancer, diabetes, BP checks, cardiac arrest etc. etc. This could take place on a 'health day' or an afternoon, and could also involve dentists and pharmacists.

It was also suggested that the Newsletter should be re-started.

9. PATIENT/PRACTICE INFORMATION DESK

Dr. Sachdev suggested that the idea of a Practice Information Desk needs to put into action. He feels there is a hesitancy on behalf of some people to take part. He would like it to start before the end of this year. It will need to be announced and publicised to patients.

As well as volunteers, staff from the surgeries may also be involved with the information desk to help with their expertise and information. This will also feed information back to the surgery about what people want to know, or what they are worried about regarding medical matters. This should be kept low-key to avoid pressure on the people running it.

We need to know who is prepared to do this and how often. A circular memo needs to be sent out to all members of the PPG. 2-3 people will be required each week.

The objectives are:

- Getting 40% subscriptions on-line up to 80%
- Supporting community and patients
- Uptake of vaccines eg flu and covid

10. DATE OF NEXT MEETING

Next Meeting to be held on Monday 16th December 2024 at 1.30 pm.
Venue: Education Room, Great Hollands Surgery, Bracknell.

The meeting closed at 8.30 pm.