

The views expressed are those of PPG members and not necessarily those of The Practice

MINUTES OF PPG MEETING AT RINGMEAD MEDICAL CENTRE (GREAT HOLLANDS EDUCATION ROOM) ON MONDAY, 19 JUNE 2023 AT 1.30 p.m

PRESENT

Dave Gumm	Chair
Carole Doran	Deputy Chair
Beryl Kingsnorth	Secretary
Richard Fenny	
Samit Gaba	
Viv Gunner	
Tania Hewitt	
Karen James	
Rita McNicholas-Gumm	
Maggie Stevenson	
Margaret Timms	
Andrew Turner	
Pat Whitehead	
Peter Wolton	

PRACTICE

Dr Sachdev
Toby French
Diana Lock

APOLOGIES

David Ainslie
Peter McHale
Tina McKenzie-Boyle

1. The Chair welcomed everyone to the meeting and introduced Richard Fenny, a prospective new member of the Group.

2. Minutes of the last meeting held on Monday, 13 March 2023 were agreed. There were no matters arising.

3. The two Practice Managers outlined their roles as follows: Diana Lock is the Practice Business Manager responsible for finance, bringing new business into the Practice, HR, payroll and training. Toby French is the Practice Operations Manager responsible for Operations, facilities, policy and procedures and Care Quality Commission/Integrated Care System interface. Both Managers report directly to Dr Sachdev.

4. PRACTICE UPDATE:

STAFF - Currently recruiting Patient Services Assistants (PSAs) which is still challenging. Current PSA team has stabilized.

Training is being delivered so that new staff understand the work of GPs and Clinicians.

A new GP is starting in September and a new Practice Nurse is starting in a few months' time.

Chair asked whether there had been any progress on the information the Group had requested about how much tax-payers money reached our Practice. Dr Sachdev advised that GPs are paid per head of total patients which is age related and varies from area to area. There are additional payments based on targets relating to health checks, screening, control of long-term conditions such as diabetes, COPD, etc. Payment is also made from the NHS for vaccinations, but Practice

must achieve a 95% success rate, or they get nothing, QOFs (Quality and Outcomes Framework) which rewards Practices for ensuring patients receive good quality care and helps to fund work and research to improve it.

Ringmead does further work - out of hours, dermatology, minor surgery etc. funded from a different income stream.

Ever changing fields in primary care make it impracticable to break income down further.

GP Surgeries aim to deliver access and practicability so cost comparisons are not easy. Ringmead use other Clinicians, e.g., Paramedics to deliver some patient services.

DISCHARGE FROM SECONDARY TO PRIMARY CARE - there have been several issues when patients leave Hospital. Instructions issued generally say to go back to GP for dressing changes and further advice.

Dr Sachdev advised that if a patient was being treated at Hospital, then it remains liable for all care until the Consultant discharges them. There is not a written policy on this matter, although there are policies relating to safe discharge from hospital which MUST be followed before a patient is sent home. These involve several specialisms such as Occupational Therapists, Radiologists etc.

The Group felt that both Primary and Secondary Care should be working together on these issues for the good of all patients but sometimes GPs do not even receive a copy of the patient discharge letter.

This needs further investigation by Patient Groups and it was noted that from November 2023, full patient records will be available via the NHS App. Currently the NHS App only works IF Practices make it available.

KLINIK - This is working well within the Practice. Both Clinicians and Staff report it has greatly improved the patient/practice interface. Call backs following triage are fast and efficient. It was confirmed that the Practice pays a licensing fee for the system and an additional fee for the installation and terminal use.

NEW TELEPHONE SYSTEM - Statistics on phone calls were circulated and the Group were pleased to note that call issues had improved under the EXON system. When patients join the call queue at number 15 there is an automatic message for a call back from the surgery.

RACE FOR LIFE 2023 - Dr Sachdev advised the Group that the Practice is fully participating in this event and asked members to give this as much publicity as possible. There will be a 'Just Giving' page set up for donations which will go to Cancer Research, UK. The whole Practice would appreciate donations from those patients in a position to donate. The race will be held at Prospect Park, Reading on 16th July 2023.

PRESCRIPTION HUB UPDATE - this is working well. Members have noted that all Lloyds Pharmacies have now closed.

Some pharmacies do not have a permanent pharmacist on site. There have also been some issues with medication supplies and GPs are being kept advised on the situation. The NHS has a Prescribing Heads Administrator who carries out this task.

USE OF PHARMACEUTICAL COMPANIES - in answer to a question, Dr Sachdev confirmed that the NHS are making use of Astra Zeneca in this area to contact patients with long term illnesses and medication needs as a service to patients. The aim is to reduce the carbon footprint and update some medication, e.g.. CFC Free inhalers for COPD and Asthma Patients. He confirmed that spirometer tests for COPD patients will still be done at the surgery, face to face. Some patients may be issued with their own 'apparatus' enabling them to do their tests at home.

MERGER WITH SANDHURST - Dr Sachdev advised the Group that as of this morning, it was confirmed that Ringmead and Sandhurst Practices would be merging from 1st July 2023. A public

announcement has now been made. There will be a meeting with the staff. Sandhurst have 18,000 patients and the Practice has already benefitted from joining our Primary Care Network (PCN) and using KLINIK. The merged group will be known as RINGMEAD MEDICAL GROUP and becomes the biggest Practice in Berkshire. There will be a public meeting at Edgebarrow Hall on Monday, 10th July at 7 p.m.

NHS HOSPITAL CHOICE - Members had received a link to this 'new NHS initiative'. Dr Sachdev confirmed this is not a new innovation as patients have been able to choose which hospital they go to for procedures for the last 15 years. Generally, they would be referred to local hospitals, but they have the right to opt for another and the referral will be made in accordance with their wishes. This comes under the 'Choose and Book' Website.

Dr Sachdev and the Practice Managers left the meeting.

5. FUNCTION OF PPGs AFTER MERGER WITH SANDHURST - The group discussed the fact that there will now be two PPGs after the merger with Sandhurst. It was agreed unanimously that the aim should be for a combined PPG, but not for the foreseeable future. All members were adamant that they wished to stay with the present group and not be part of any 'split' group.

Arrangements have been made for Chair and Deputy Chair to meet with Chair of the Sandhurst PPG prior to the merger.

6. ANY OTHER BUSINESS - Copies of a booklet called 'Understanding the Menopause' were distributed. Some will be available at each surgery, and it is accessible on the Internet. The Group agreed that this was a massive step forward which will greatly benefit our patients.

7. Date and time of next meeting - Monday, 21st August at 1.30 p.m. Venue will be the same.

8. There being no further business the Chair closed the meeting at 15.43 p.m.