

MINUTES OF THE RINGMEAD MEDICAL PRACTICE PPG ZOOM MEETING ON MONDAY 18 OCTOBER 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)
Samit Gaba	
Viv Gunner	
Tania Hewitt	
Rita McNicholas-Gumm	
Gill Nelson	
Maggie Stevenson	
Margaret Timms	
Pat Whiteside	
Peter Wolton	
Beryl Kingsnorth	Secretary/Minutes

APOLOGIES

Karen James
Peter McHale
Tina McKenzie Boyle
Ann-Marie Meyler

1. The Chair welcomed all to the October 2021 PPG Zoom meeting. (The meeting due on 20/9/2021 was cancelled due to number of members unable to attend)
2. Minutes of the meeting held on 16 August 2021 were agreed.
3. **Matters Arising:**
 - 3.1 Surgery Signage still remains outstanding and will be carried forward to November meeting.
 - 3.2 Practice still has to identify a menopausal specialist who was willing to undertake training which is available on this important issue, although it may be limited to one person per Practice. The Group had been previously been advised that some members of the Practice staff had expressed an interest. **ACTION: Practice Manager**

4. **Practice Update:**

Telephony issues remain. Dr Sachdev has been involved in further discussions with the telephone provider but some group members felt it was unfair to expect patients to become involved when the issue was clearly the responsibility of the provider, although there has been some response from patients following the fact sheet published on the Practice Facebook page. Practice Manager was advised that complaints about telephony issues continue to be posted on social media platforms.

She advised that the initial message when first connecting to the Practice has been shortened and the number of calls held in the queue before patients receive the 'call back later' message has been increased from 15 to 25. There have been some issues with non-reception staff answering the phone but these are being addressed by the Practice.

The Practice Partners are keen to progress a proposal for a Practice switchboard, situated at the Crowthorne site, and further information will be provided about this in due course.

The new Practice website is due to 'go live' on 28th October. There followed a discussion about how patients can access details of their vaccinations on line or by use of an APP. This was not fully clarified at the meeting.

5 new reception staff have been employed increasing the number of staff answering telephones. Practice Manager advised that the CCG were 'buying in' Specialist Trainers (for reception staff) who will be starting in November. Group asked whether there had been any progress in their previous suggestions about inviting new staff members to 'sit in' on one of their meetings so that staff can get to know members and see what they do. Practice Manager to investigate.

The number of days that vaccination Clinics are held at the Birch Hill site will be reduced from November.

It had been suggested that copies of the Group Newsletter could be made available at Birch Hill library and Pharmacies to ensure patients without internet access were kept fully advised. The Practice Manager had not actioned this, so Gill Nelson has kindly undertaken to carry out this task.

The Practice Manager left the meeting

Practice was still looking at workloads and investigating ways to assist diagnostic issues and the process where patients are requested to self-report their Blood Pressure still needs to be resolved.

A written response has been received by the Group Secretary regarding blood tests ordered by Consultants and carried out in hospital out-patient clinics. This read:

'Patients are only called regarding the blood results if there are any abnormalities , as it is not standard practice to call all patients about normal blood results.....the hospital (s) is not connected to an on-line portal, for them (the patients) to see their own results. I believe GP's use this system which is uploaded and monitored by their own secretaries.....the Hospital shares results via ICE, which local GP's have access to....Since COVID outbreak, the hospital does not provide a walk-in service, it must be booked on-line. Unfortunately, we cannot dictate to GP's what to do, if they do not offer appointments for blood test(s) required by the hospital, then that is their policy'

The Secretary advised that she had used the on-line 'Swiftqueue' system to book three monthly blood tests in September, October and November. This had taken under five minutes and she had received immediate confirmatory phone texts in confirmation. One other group member had used the same system and also felt it was much easier to use.

Group members felt there needs to be a means to provide our patients with clarification on procedures for blood tests. It was agreed that this needs to be included the next Practice Newsletter as it was a clinical matter and therefore not appropriate for inclusion in the next Group Newsletter.

ACTION on above points by Practice Manager

5. Research Updates

KW has been very much involved in these projects and has achieved a great deal. The Group has received links from him to various very interesting projects, including Dementia, Covid Rias, Analysis, Metadata analysis status publisher and an explanation summary of how our data is used which also sets out the advantages and disadvantages.

The Group are very grateful to KW for his continuing involvement and information sharing.

6. Any Other Business:

6.1 Prescription reviews. Practice Manager has advised that appointments should be able to be made on line and she undertook to follow this up with Martyne. Lisa and others deal with other issues after selection of the appropriate option on the Practice telephone line. At present, appointments with the Practice Nurse are not available on line.

6.2 The Practice is struggling for vaccine clinic volunteers and the Chair asked all members to let him know about anyone who would like to volunteer. The Group were very appreciative of the time members had given to help the Practice Vaccination Clinics and have all undertaken to make enquiries in this respect.

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

Monday, 15 November, 2021 at 2.30 pm. Sign in will be available from 2.15 pm.

Agenda items and apologies to Chair please by Friday 5 November, 2021.

All members are reminded to ensure they have received the email invite to join the meeting during the preceding week.

8. There being no further business, the Chair formally closed the meeting at 16.05 pm

Beryl Kingsnorth, Secretary/Minutes berylkingsnorth@icloud.com

Minutes are now available on the Ringmead Practice website under 'Patient Involvement'