

MINUTES OF THE RINGMEAD MEDICAL PRACTICE PPG ZOOM MEETING ON MONDAY 16 AUGUST 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
Dr Anant Sachdev	Practice (part meeting only)
Steph Hopes	Practice Manager (part meeting only)
Samit Gaba	
Viv Gunner	
Karen James	
Peter McHale	
Rita McNicholas-Gumm	
Margaret Timms	
Pat Whiteside	
Beryl Kingsnorth	Secretary/Minutes

APOLOGIES

Tania Hewitt
Tina McKenzie Boyle
Ann-Marie Meyler
Gill Nelson
Peter Wolton
Maggie Stevenson

MINUTES

1. The Chair welcomed all to the August 2021 PPG Zoom meeting.
2. Minutes of the meeting held on 19 July 2021 were agreed.
3. Matters arising:

#5 Surgery Signage remains outstanding and will be carried forward to next meeting.

#6. Chair asked Dr Sachdev whether it had been possible for the Practice to identify a menopausal specialist who was willing to undertake training on this important issue. There were 2 Pharmacists and one member of the Practice staff who had expressed an interest but it would be necessary to further understand whether there were any outside interests involved, such as drug companies wanting to promote their products. The offer of free training may unfortunately have expired.

ACTION: Practice

4. Practice Update:

Work on the website has now resumed. Telephony engineer on site all this week to resolve further issues.

Practice Manager was advised that a significant number of complaints about telephony issues and the Practice in general were still on social media platforms. The Group felt that the Practice should be robustly responding to these criticisms which reflect very badly on the Practice. A number of members were being approached on Practice issues which they were ill equipped to respond to.

The Chair drew attention to the lack of preparation and Notices apparent after 're-opening' at Gt Hollands Site. This was regrettable but has now been addressed. Dr Sachdev felt that generally re-opening of Practice sites had actually gone well, but it was early days and the Practice was coping with unprecedented levels of demand as best as it can. Members felt that reopening had not been publicised effectively as many patients had not seen the Practice newsletter.

It was suggested that copies of the Newsletter could be made available at Birch Hill library and Pharmacies to ensure patients without internet access were kept fully advised. **ACTION:**

Practice

Practice Manager was asked how many appointments were being made available compared with 2 years ago. This was difficult to quantify as NHS England were still requiring GP Surgeries to triage patients before they were telephoned or seen by a GP. Although Government guidelines do not require everyone who is 'pinged' as having come into contact with a positive Covid source to self isolate now, any Practice staff member must still do so. All Practice staff take lateral flow tests twice a week.

Practice Manager advised that there is now a national campaign to stop abusive behaviour to staff in GP Practices as this is reaching unacceptable levels.

There followed a lengthy discussion regarding issues relating to the NHS APP, issues between Primary and Secondary care procedures, restrictions on the use of e-Consult and reporting of blood pressure readings following medication reviews and other issues which require the use of a 'Smart phone' not accessible to everyone. These were all issues that were likely to result in more complaints being directed to the Practice and their frontline staff in particular.

Currently several staff members have left the Practice to take up other positions within the PCN. A new Nurse is due to commence shortly. Many GP Practices, including Ringmead have temporarily closed the weekend use of e-Consult as they have been inundated with requests. Some Practices have also closed evening use of e-Consult, although at present, Ringmead have not.

The Brants Bridge Site is being used by several Practices, including Ringmead, by appointment only. It is no longer available for walk-in appointments. Other ways to assist diagnostic issues are also currently being investigated by Practice.

Practice Manager confirmed that blood tests required by Secondary Care must be done at appropriate Trust hospitals which means that patients may not be able to view the results.

It was highlighted to the meeting that a number of issues are occurring in regards to the process where patients are requested to self-report their Blood Pressure.

The issues have been highlighted to the Practice with the hope that these may be investigated and resolved in a timely manner.

Action: SH

Dr Sachdev and the Practice Manager then left the meeting.

6. Any Other Business

The draft Group Newsletter will be circulated for comments after this meeting.

7. Date and time of next meeting - Monday, 20 September, 2021 at 2.30 pm. Sign in will be available from 2.15 pm.

Secretary offered apologies as she will be away for this meeting.

Agenda items and apologies to Chair please by Friday 10 September.

All members are asked 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 15.55 pm

Beryl Kingsnorth, Secretary/Minutes berylkingsnorth@icloud.com

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