

RICHMOND MEDICAL CENTRE PPG
MINUTES OF CORE COMMITTEE MEETING VIA ZOOM
3rd DECEMBER 2020

Present

GB (Vice Chair) DH (Secretary), TB, DC, JC, GF, CH, RH, MM, DS

In Attendance

NB (ZOOM host), RS

1. Welcome

GB welcomed GF a new member to the PPG also RS our future host and PPG Practice contact

2. Apologies

None

3. Minutes of 15/10/20

These were agreed as a true record of the meeting.

Proposed: JC Seconded: TB

Minutes to be signed by GB

4. Matters Arising

5. Action: PPG promotional statement now on prescriptions.

9. Action: NB fed back to the Practice

5. Practice Updates

NB explained the current difficulties facing the practice – catch up following Covid restrictions, restraints of imposed Covid measures, staff absence with necessary self-isolations, staff recruitment and retention. Additional receptionists have been appointed to assist telephone lines, funding has been given to the practice for 3 Locum doctors. Appointment of RS as Services Manager. NB leaves at end of year to be replaced in January.

6. Practice Preparation for Covid 19 Vaccinations and how PPG can support this

NB explained:

- details are still to come but the practice is expected to sign up for vaccination programme
- Primary Care Network expected to use RustonSSC which will be open 7 days a week until 8pm
- Surgeries to be given slots for usage
- In line with government roll out programme patients will receive letter for vaccination appointment
- Awaiting more details
- PPG unable to help in person but messaging would be helpful

7. Membership

7a) HC accepted membership but has now resigned. There remains one further candidate and one vacancy. Vacancy to be reviewed and appointed when face-to-face meetings resume.

Action: GB informed members to remove HC details from their devices

7b)

Distribution of Leaflets – DC, JC

Notice Boards – DH (secretary), RH

Emails, Publicity – GB

Liaise with supporting groups – CH, MM

Action: GB to organise Zoom meeting to discuss Virtual and Facebook responsibilities also Events Coordinator

7c) DS to be Vice Chair
Proposed: RH Seconded: MM
7d) TB appointed as PPG Treasurer
Proposed: RH Seconded: DS

8. Finance

Funds of £510.96 with £24 to come from Crossroads PPG have been banked and Ring Fenced for PPG with Practice. TB to keep ledger to show transactions.

9. Patient Communications

GB outlined some individual patient concerns but no new issues were raised. It was deemed that it was not the role of Facebook to answer patients' questions – refer to practice. Some members expressed the view that Facebook should only be used as an information page.

Action: RS to facilitate improved communications by practice when clinics run late

Action: NB to investigate feedback from telephone supplier to provide statistical evidence of improvement in lines during past year

GB asked for feedback on previously circulated loneliness posters. Following this it was agreed that these be revised to show information more simply. It was then suggested that these be posted to Facebook and displayed in both surgery sites

Action: GB to revise posters and present at next meeting.

Action: GB to investigate available space and costings for inclusion in local magazines such as 'Grapevine' and 'North Hykeham Gazette'

RS responded to concerns with the use of eConsult and the difficulties of waiting for return calls

Action: RS to confirm with practitioners that more than one attempted call is made to contact patients.

10. EPS / ERD

DS circulated information on EPS and ERD briefly explaining each. RS explained that majority of prescriptions are by EPS and difficulty of ERD which can only prescribe annual prescriptions for stable conditions.

11. Telephones

Previously covered

12. AOB

GB outlined discussions with a representative from Health Watch who is to be invited to the next meeting for a 10 minute presentation.

Thanks and best wishes were given to NB and Christmas and New Year wishes shared by all.

10. Date of Next Meeting

Wednesday 13th January at **2.30pm** Via Zoom (RS to host)

Signed:

Date: