

RICHMOND MEDICAL CENTRE PPG
MINUTES OF CORE COMMITTEE MEETING VIA ZOOM
31st MARCH 2021

Present

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

In Attendance

RB (ZOOM host), SH

1. Welcome

GB welcomed members and informed all that VW had resigned.

2. Apologies

CH, DS (Vice Chair)

3. Minutes of 13/01/21

These were agreed as a true record of the meeting.

Proposed: JC Seconded: RH

Minutes to be signed by GB.

5. Matters Arising

9. Action: DH has circulated guidelines for “Keeping in touch with your committee” and an updated contact list.

12. Action: DH has amended Appendix 2: Equality in Terms of Reference by adding “Age” and circulated to Core Committee.

SH to feedback on telephones in item 9

5. Practice Updates

RS reported that new receptionists have been appointed on full time or equivalent basis to encourage phones to be answered in timely manner. Admin staff are in place to assist with increase of workload through eConsult. Staff are adjusted to reflect changes in practice working. CS has left and been replaced by a Personal Assistant. Second dose Covid Vaccination Clinics are going well.

Congratulations and thanks to the Practice were echoed by all members for their continued hard work in such difficult and unprecedented circumstances.

6. Chair Updates

VPPG ready to go online with 20 patients. The Practice have agreed with eConsult survey for VPPG.

Action: GB to circulate eConsult survey to VPPG members

GB has been in contact with other PPGs. Zoom meeting requested PPGs to promote the use of Ill. The Chief Nursing Officer at Zoom Lincolnshire CCG confirmed the hospital emergency situation at end of January was due to lack of staff.

7. Membership

GB previously circulated draft criteria from GB for PPG Core Committee new membership. It was agreed that the age limit be 18 years and above and ‘interview’ be changed to ‘chat’ in coffee meeting.

Proposed: DC Seconded: RH

8. AGM Planning

AGM is open to all patients and their carers. Date agreed to be Wednesday 29th September 2021.

Action: GF to research venues and coordinate availability and pricing, assisted by TB for Memorial Hall and RH for The Ark.

As this will be first AGM due to Covid, TB proposed that the tenure of officers and membership of Core Committee will be extended to provide continuity following the difficulties of the Pandemic.
Proposed: MM Secoded: JC
Discussion of format followed which included representation of staff in practice areas, a speaker from the practice and to any change in terms of reference.

9. Telephones

SH explained that comparative data for previous and present telephones was not available but that now there is the technology in place to explore data and statistics. Screen sharing enabled members to view a day of calls. Numbers may be high due to patients constantly redialling. Patients to be encouraged to book online, use eConsult or phone during off peak times. Plans to train and double number of staff covering the telephones throughout the day are in place and ways to manage this better are being investigated. Communication is challenging for the practice team and they are constantly reviewing methods to deliver a better service.

JC suggested reviewing the length of the telephone message, which currently is 1 minute 46 seconds, as compared to Newark Road's message which is only 38 seconds long.

10. Finance

TB reported no financial action has taken place. A credit of £24 from Crossroads Practice is still outstanding.

Action: RS to send TB total of monies in account

11. Telephones

Covered in item 9.

12. Car Parking

Concern for car parking (owned and managed by Lincoln Co-op) adjacent to the village site was discussed as parking in front of the No Parking signs is outside of the marked bays and forces pedestrians to walk through a large puddle when wet and can make access dangerous. RS confirmed that staff park in marked bays.

12. AOB

JC asked if PPG could assist Practice in any way. Discussion of ways to help in vaccine programme were discussed. Gary Burrows is responsible for this as PCN organise Rustons' site.

GB questioned whether the PPG needs to have insurance in place.

Action: SH to investigate surgery's insurance providers to find out if PPG are insured though this.

The CCG have asked for any patient who have used non-emergency transport to complete a survey.

Action: GB to circulate link

Mr James, CQC inspector has contacted the surgery as the last inspection was in 2017, MM was present for this, another inspection is anticipated.

SH asked if the PPG would carry out a patient survey. Members agreed, if asked, to have one-to-one conversations with the inspector.

Action: GB to organise survey

RS explained a successful practice in Stockport. Members encouraged to view their website and pioneering actions of the PPG.

Action: RS to forward site link

13. Date of Next Meeting

Wednesday 28th July 2021 at **6.30pm** Via Zoom (RS to host)

Signed:

Date: