

RICHMOND MEDICAL CENTRE PATIENT PARTICIPATION GROUP
MINUTES OF ANNUAL GENERAL MEETING
WEDNESDAY 11th OCTOBER 2023
6.30pm at VILLAGE SITE, NORTH HYKEHAM

1. Introduction by Chair

Members of the PPG, representatives of the Practice and a patient were welcomed and thanked for their attendance by the Vice Chair in the absence of the Chair.

2. To receive apologies for absence (additional item agreed by all prior to meeting)
DS, NH

2a) Approval and adoption of minutes of 12/10/2022 (additional item agreed by all prior to meeting)

Proposed: SE Seconded: MM

2b) Matters Arising

None

3. Annual Reports

3a) Chair's Report:

Since 2016, it's been a contractual requirement for all GP practices in England to set up a Patient Participation Group (PPG) and to make this group fairly representative of the practice population. The purpose of the PPG is to give both staff and patients the opportunity, where possible, to share decision-making in the running of the practice.

I am deeply saddened to report that yet again we have had an even quieter year with only 1 committee meeting. This has not been due to a lack of willingness from the volunteer committee members, and other patients too, to support the practice, but by the fact that we have really struggled to get collaboration from the Practice Partners. Only one person from the practice has been "tasked" to deal with the PPG, among countless other duties they have. I refer to my comment earlier that this is about "shared decision-making" and those decisions are the responsibility of the Practice Partners, therefore by that very nature they need to be involved as part of the collaborative process that the NHS Lincolnshire Integrated Care Board (ICB) are working so actively in promoting from a county level.

Members of our committee have been involved in NHS Lincolnshire Integrated Care Board in the following ways representing patients of the practice.

- Attending Lincolnshire West Locality Patient Council Meetings
- Attending at Lincolnshire County Wide Patient Council Meetings
- Wheelchair Services Forum Meetings
- Patient representation at interviews for various roles countywide within the NHS - especially in Community Mental Health Support which are going through some monumental changes in bringing care into the community and patient's home.
- Networking with other PPGs in the region to share ideas and learn about initiatives occurring with them in their practices.

Two members of the committee met with the CQC inspector in May 23 to answer questions on behalf of the patients of the practice and also took the opportunity to ask about why the practice catchment boundaries had expanded and our concerns for the developments that are planned and what plans were going to be in place to accommodate even more patients will be in the catchment of a practice that already is one of the largest in the county.

The Virtual PPG, who are not on the core committee, provided vital feedback and I would like to thank them all for their friendly encouragement and engagement and hope that there will be more opportunities to get them even more involved moving forward.

There is no doubt that the NHS as a whole is not coping in the way we were familiar with. There is a fundamental urgent need for changes to be made and that is very evident this is happening by the initiatives we have seen happening at a county level.

Key points that we would like to see achieved in the forthcoming year are:

1. A clear plan (short and long term) from the Practice Partners, as to what the plans are for the forthcoming year for the practice and how they would like the PPG to support.
2. A clear and cohesive collaboration with the Practice as a whole, to encourage & provide patients to gain access to knowledge and understanding of common medical conditions and services so they feel empowered to safely and self-manage some aspects of their care appropriately.
3. Encourage more volunteers to join the core committee and virtual PPG - which can only happen with point 1 above, as we have had volunteers come forward previously and they have left as they feel they can add more value with other voluntary organisations.
4. Continued involvement in NHS Lincolnshire Integrated Care Board initiatives.

Finally, I have to extend my most appreciative gratitude to the committee members, Richard, Debbie, Jill, Myra and Nicole for their unwavering patience and support. They have epitomised what being a volunteer is and how a dream team can be so supportive. Thank you.

3b) Financial Report:

£471.58 held by Practice in PPG Account. No expenditure this year.

3c) Practice Report:

2022 – 2023 has seen us looking at ways to improve access into the practice. We have read and absorbed the findings from the most recent GP survey and have employed extra reception staff to deal with the extremely high demand we find ourselves facing. Our reception supervisor Mollie Harbord has recently undertaken a triage course and we are in the process of completing an overhaul in the way appointments are requested and booked by the practice. The course has been hugely beneficial to Mollie, and she and her Deputy will be training each member of her team with the support of ourselves and Natalie. Our aim is that call wait times will be reduced even further and we will be able to increase on the day appointment capacity and restore the AccuRx function.

In October last year we delivered the Autumn covid booster campaign, ensuring that our most vulnerable patients received the vaccine to protect them even further against Covid 19. We re-visited this task again during the spring and offered appointments at the weekends and in the evenings during our extended access. We are currently in the throes of ensuring our eligible patients are offered their flu vaccine, and our Covid Autumn

booster efforts begin on Friday 13th October 23 – wish us luck! So far we have vaccinated 4500 patients against flu and have 3000 patients booked for their covid booster. The team are working extremely hard to ensure everyone is contacted and vaccinated and we have received some fabulous feedback regarding our flu clinics.

In October 2022, Dr Thornton left the practice, and we temporarily became a partnership of 3. We have been lucky enough to have Dr Philip Omogbai join us as a GP Partner on 01 March 2023 and we also welcomed 2 new Practice Nurses, Nicola Toynbee and Tori Lalka. Nicola joined us from community nursing and Tori worked at Lincoln County Hospital before beginning a career in Practice Nursing. They have each been successful in completing their General Practice Nursing Fundamentals course and are wonderful additions to the team. We have a mental health practitioner provided via APEX PCN working with us for two days a week and this has been hugely beneficial to be able to offer mental health support to our patients, alongside the other clinicians we are lucky enough to have working with us in the practice.

As usual we encountered the winter pressures that we have come to expect and this has been compounded by the difficulties our colleagues in secondary care are facing. It has been hugely tricky to manage patient expectation and we are very conscious of the delays some of our patients have been faced with whilst waiting for hospital appointments. We are trying our utmost to give our patients information as soon as we receive it, and our secretarial team continue to work as hard as ever to do this.

The Partners and Managers have been working closely with APEX PCN to deliver the extended access initiative and we are pleased to offer appointments on 1-2 Saturdays per month alongside the early morning and Monday evening appointments we have provided for some time. We know that this is going to benefit the practice and patients enormously and will mean that people at work or with school aged children and elderly patients who rely on relatives bringing them to appointments are able to access services and cause minimum disruption to their week. Each Saturday is staffed by a partner, Healthcare Assistant and a member of the reception team.

We have continued to welcome both medical students and GP trainees into the practice, and we were delighted to see Dr Emmanuel Adeogun pass his final assessments and become a GP.

In May 2023 we underwent a full CQC inspection and we have been working exceptionally hard to address the points raised. We would like to thank the PPG representatives who took the time to meet with the inspectors to provide feedback on the practice and the proposed developments in North Hykeham and surrounding areas.

The Partnership understands that more input is required from them into the PPG to make it successful, and as such we will ensure that Partner representation is made at every meeting. This will be the perfect opportunity to share the vision and plan for the practice in 2024 and the future. We would like to involve the PPG in sending information out on the behalf of the practice team and assist us in educating our patient population in the range of services we provide, the ways to contact the practice and so on. We wish to engage with the PPG and listen to any feedback they receive so we can improve and adapt services where possible to meet the needs of our patients.

We would like to thank the Patient Participation Group for its on-going commitment to Richmond Medical Centre.

With thanks,
Dr Senthil Krishnamoorthy
Senior Partner

4. The PPG's Terms of Reference

Reviewed and no changes

5. Officers for the Year 2022/2023

Chair: DS

Vice-Chair: RH

Secretary: DH

Finance: DH

Current Committee Members: NH, MM, JW

6. AOB

No questions have been submitted.

7. Date of Next Meeting

TBA

Signed:

Date:

APPENDIX

Informal discussion took place following the official end to the AGM.

Dr Vinod explained how the concept of PPGs was developed by government without guidance for practices. She expressed the Practice's appreciation for the PPG and a number of suggestions for future workings were discussed.

Dr Vinod confirmed that one of the Partners as well as the Practice Manager would be present at Core Committee Meetings. The Committee explained how the circulation of Agendas and Minutes one week prior to meetings enabled any necessary preparation.

Communication with patients was discussed and deemed crucial. Future ways to develop this will be a future focus to disseminate information and recruit new PPG members. Meanwhile the noticeboards will now be refreshed to raise the profile of the PPG and to inform and encourage patients to be involved.

The Committee explained how surveys had taken place in the past and hosting informative talks for patients on medical areas had been planned but unfortunately the Covid Pandemic stopped all these. It was discussed and agreed that the PPG boxes will be reinstated in both surgeries for patients to use.