

RICHMOND MEDICAL CENTRE PPG
MINUTES OF CORE COMMITTEE MEETING ON ZOOM
22nd NOVEMBER 2023

Present

DS (Chair), DH (Secretary), MM, JW

In Attendance

NW, Dr Vinod

1. Welcome

DS welcomed Dr Vinod and members. All were thanked for their attendance.

2. Apologies

RH (Vice Chair)

3. Minutes of 4/10/23

These were agreed as a true record of the meeting.

Proposed: JW Seconded: MM

4. Matters Arising

Action: NW confirmed Accurx will be resumed for specific times when capacity for its management is in place. Meanwhile appointments by phone are being managed more effectively.

Action: See Agenda item 8

5. Practice Report

NW gave the Practice Update (Appendix 1)

6. Chair's Report

South/Southwest PPG Meetings

- Joint forward plan - Lincs NHS priorities over next 5 years - heavy reading
- Urgent Treatment Centre user + Community Diagnostic survey -
- Mental Health / Carers feedback required - £20 paid
- How Are You (HAY) + Connect Lincolnshire - resources for mental health and services in Lincs.

Grantham UTC - 24 hours open from 31.10.23 following closure of A&E. Lots of public consultation.

Survey from practice / PPGs - frequency and who attends including practice details. What's the Goal? Further discussion took place and it was agreed the PPG would be responsible for this in line with Practice guidance.

NAPP Contacted re renewal - Renewal £40 vs £60 renewal. NW explained the new process where the Practice is responsible for this.

Action: NW to organise NAPP renewal

Recruitment of Virtual PPG members + Core Committee - agreement to promote virtual on social media / practice support etc. Members of VPPG to be invited to join the Core Committee in line with Terms of Reference, once a plan for the future has been agreed with the practice.

CQC – DS & DH met virtually with the new Lead Inspector who is going to be at re-inspection shortly to check improvements.

Congratulations to Practice on slick and smooth vaccination clinics. Text message to progress when quiet good idea. Please keep this in place. Queried how an appointment got cancelled for a patient who was booked and then cancelled as not normally eligible. Dr V explained the criteria and process for COVID vaccinations delivery and offered for the patient to contact her to discuss.

7. Finance Report

£471.58 held by Practice in PPG Account. No income or expenditure to date.

8. The Way Forward for the PPG

It was agreed to postpone this until January.

9. AOB

DS thanked Dr V for identifying potential members for PPG. DS phones all these people. They are asked to first join the VPPG from which they are invited to fill vacancies as and when they arise.

Action: DH to renew PPG Notice Boards in both sites to show new posters with information on joining the PPG.

DS explained the terms of engagement for PPG membership which ideally should reflect diversity and demographics. All members recognised the busy lives of many patients who are therefore unable to commit to membership. DS continued to explain that if any members do not attend three consecutive meetings they will have deemed to have resigned. This is in line with our Terms of Reference.

Boutham Park Practice is using a poster for RESPECT having received an unacceptably high level of abuse. NW highlighted that this is happening in our Practice, including the need for police presence. Dr Kumar sends a warning letter to abusive patients, which states that if this continues then patients will be asked to join another practice.

Action: DS to forward 'RESPECT' poster to NW

10. Date of Next Meeting

Wednesday 17th January 2024 at **6.30pm** Via Zoom (DS to host)

Signed:

Date:

APPENDIX 1

Practice Update PPG Meeting November 22nd 2023

Since the AGM in October the Practice has been focused on addressing the points raised in our most recent CQC report. We have been working in collaboration with the Integrated Care Board and the LMC to implement policies and procedures to ensure that when re-inspected, we are able to demonstrate the excellent care we provide at Richmond Medical Centre. The date for the re-inspection is the 06th December 23 and we will be keeping the PPG up to date with how the visit goes. The whole team has worked tirelessly together and we are looking forward to welcoming the CQC team and then enjoying some much needed rest over the Christmas period.

Staff Updates

We say goodbye to Dr Prashant Rosario and Dr Ruvan Amarasinghe in December and we welcome Dr Muhammed Danial Bin Rosli. He is an F2 and will be seeing patients just before Christmas.

Dr Ravi Mistry has left the practice and Dr Mehr Shamael has increased her sessions so we are able to continue providing the same level of appointments and access.

Mollie Harbord has completed her Care Navigation course and is getting ready to start training the rest of the reception team. This will be a huge help to both patients and the clinicians.

We welcome Clare Rowland to the administration team, alongside Jenna Adair and Charlotte Herrick to reception. We have one administrative vacancy to fill and have had over 20 applicants.

Two Practice Nurses (Tori and Nicky) have completed their travel courses to allow more patients to be able to utilise this service, and they will both be able to see patients for their cervical screening in January. Lyndsey Herrick (HCA) has recently completed an ear syringing course.

Vaccination campaign

The covid vaccination campaign has come to the end for this year. We successfully administered over 3000 vaccines and the clinics ran very smoothly. The nurses, clerical team and Managers did a wonderful job.

We can still offer flu vaccines although we have finished the larger clinics. Again, we have so far given nearly 4000 vaccines and this has been a great achievement.

Christmas Opening Hours

22nd December 23 – Normal Opening Hours

23rd December 23 – Closed

24th December 23 – Closed

25th December 23 – Closed

26th December 23 – Closed

27th December 23 – Normal Opening Hours

28th December 23 – Normal Opening Hours

29th December 23 – Normal Opening Hours

New Years Eve and New Years Day – Closed

02nd January 23 – Normal Opening Hours

With thanks,

Dr Senthil Krishnamoorthy

Senior Partner