

RICHMOND MEDICAL CENTRE PPG
MINUTES OF CORE COMMITTEE MEETING ON ZOOM
26th MARCH 2024

Present

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

In Attendance

NW (Practice Manager), Dr Kumar

1. Welcome

DS welcomed Dr Kumar, NW and members. All were thanked for their attendance.

2. Apologies

None

3. Minutes of 17/01/24

These were agreed as a true record of the meeting.

Proposed: MM Seconded: RH

4. Matters Arising

Action: DS has forwarded ICB information to NW

Action: DS has shared details of "Enterprise Nation" with NW

Action: DS and DH have met with NW to formulate a draft plan for the Partners and the PPG committee to agree.

Action: New name badges and training for staff when talking to patients is ongoing and NW is monitoring staff answering telephone calls to ensure they inform patients of their first name.

Action: NW meeting with pharmacists to update how the Coop Pharmacies are using robot dispensing which now takes 5 days. Dr Kumar explained that the pharmacy will still dispense urgent prescriptions immediately. Dr Kumar also informed members of the medicine supply chain shortages.

Resulting Action: Practice to update website.

Resulting Action: DS to bring up robot dispensing at Patient Council

Resulting Action: DS to take medicine shortage to ICB

5. Practice Report

The Practice Update previously submitted is found in Appendix 1.

NW explained the benefits of Mollie's promotion and how the practice was in the process of recruitment.

NW explained how the Practice Notice Boards have been updated.

6. Chair's Report

The Chair's Report previously submitted is found in Appendix 2

DS suggested it would be beneficial to carry out a skills audit of PPG members in order to identify skills needed for potential new Core Committee Members. This was agreed by all members.

Action: NW to follow up NAPP registration.

7. Finance Report

£471.58 held by Practice in PPG Account. Plus £12.80 income from the ongoing Book Sale, which is now up and running, making a total of £484.38.

8. The Way Forward for the PPG

Approval of Practice/PPG Plan for 2024 – Practice & Members

NW had discussed the draft plan with Dr Vinod who had been attending previous meetings and she was very positive about it but as yet NW has not shared with other partners.

Action: NW to share with Dr Kumar and other partners to formally approve the plan.

8(a) Date, time and subject of joint event in May 2024

Amjad, Clinical Pharmacist to give a talk on new prescribing. Future meetings to cover Social Prescribing and the NHS App.

Action: NW to discuss with the Practice and inform DS

8(b) Involvement of PPG Core Committee Members in staff interviews

Dr Kumar to consider this in the light of 3 experienced PPG members in HR recruitment and interviews. This would strengthen the PPG partnership with the Practice and would consider applicants' suitability from the patient perspective.

Action: DS to meet with Dr Kumar to discuss this

8(c) Focus & Purpose of Practice Survey

To be postponed until next meeting due to time constraints.

8(d) Feedback on Book Sale

MM has taken the responsibility on behalf of the PPG to regularly update the book sale shelves and even arrange in alphabetical order. DS thanked MM, DH & RH for organising and management the setting up of the book sale.

Action: NW to phone MM when staff have donated books

NW shared her spreadsheet recording weekly money total of book sales which she and another staff member count. This will be added to the PPG Account. NW was thanked for this.

Action: All members to consider how monies can be spent to best benefit the Practice. This will be an agenda item for our next meeting.

9. Appointment of Deputy Practice Manager

Following the CQC report members were concerned how the Practice Manager needed support. Dr Kumar explained that the Practice was in the process of appointment of a candidate who is already in Primary Care.

10. Venue and Timings of Future Meetings

Discussion took place about Zoom and its advantages and disadvantages. It was agreed by all that next meeting should be face-to-face as they were before Covid.

11. Neighbourhood Plan

JW explained she was unable to participate in the group due to the difficulty of accessing the meetings.

12. AOB

NW explained how delighted the Practice is at the recent improved Capacity Access. More information to follow at the next meeting.

MM questioned the use of the PPG boxes in both sites. DS explained how these were checked and used for patients' feedback and questionnaires. Labels inviting comments, not complaints, are displayed on both boxes

13. Date of next meeting

Tuesday 21st May 2024 at **6.30pm** at the Moor Lane Site

Signed:

Date:

APPENDIX 1

Practice Update PPG Meeting 26th March 2024

Staff Updates

We will start on a sadder note this week and let you know that on the 03rd April 24 Mollie Harbord will be leaving the Practice. She is moving to Branston and Heighington Medical Practice as Deputy Operations Manager. This is a great step for Mollie and we wish her much success in her new role. We had over 20 applications for the post and have shortlisted 6 candidates, so there will be a new person guiding that team. We will keep you updated.

Dr Ravi Mistry will be re-joining the Practice on the 7th May 2024 working 6 sessions per week. We know lots of our patients will be as delighted to see his return as we are.

On that same note we are equally as delighted to announce that Dr Ruth Emmett will also be joining the Surgery in May as another 6 session salaried GP.

Our Practice Nurses Tori Lalka and Nicola Toynbee have recently been accredited as competent to perform cervical screening. This is fantastic news and means we are able to provide many more of these very important appointments for our patients.

CQC Re-Inspection

On the 06th December 2023 the CQC visited the practice to re-inspect us. The outcome of the inspection showed that we had moved from 'Inadequate' overall to 'Requires Improvement' although we do remain in Special Measures. We are working extremely hard to ensure that when we are re-inspected, we can show the CQC that all the processes we have implemented are embedded and working well. We have not been given the date or told the format of the inspection at this time.

Covid Spring Booster campaign

We will be offering the Covid booster on the 27th April 24 and the 11th May 2024. Messages have been sent to all our eligible patients and the booking uptake so far has been excellent.

Easter Opening Hours

Thursday 28th March 24 – 0800-1830

Good Friday 29th March – CLOSED

Easter Monday 01st April 24 – Closed

Tuesday 02nd April 24 – 0800-1830

With thanks,

Dr Senthil Krishnamoorthy

Senior Partner

APPENDIX 2

Chair's Report PPG Meeting 26th March 2024

The Deepings PPG Chair created a PPG Chair only space for the county on Future NHS Workspace with the intention of creating a collaborative connection between all PPG chairs in the region.

West Lincolnshire

Co-Production Meetings. - Making Primary Care more accessible - with particular focus Primary Care Access Improvement - utilising digital interventions as well as in person. E.g. Pharmacy, NHS app, virtual / remote consultations. ICB are Working with individual PPG leads as each practice has different requirements. Outcomes:

- No clear goal from ICB - yet workspace collaboration showed they had they following
 - The new NHS contract that is about to hit requires the practice to have at least 5 digitally made appointments / 100 patients every week.
 - The GPs have been told that they have to cut down SMS/Text usage by 20% next year!
 - Within 12 months, secondary care will have to have patient records available on the NHS App.
 - In Oct last year, practices were told that they must make patient records available to all their patients on the NHS app - without them asking. The exception is the patients, when seeing their records would cause a possibility of self-harm. The default is to display records, not hide them.
 - One practice shared that 75% of their patients are registered to use the app, have logged into the NHS app at some point. About 3% used it last month.
 - The ICB does not have visibility on how many of our patients use the NHS app for booking appointments.
- We have support from the ICB in helping to take this forward with the Practice support we hope.
- NHS app training as one of our talks?
- Patient survey to see what patients want?

Skills Set - what makes a good committee.