

RICHMOND MEDICAL CENTRE PPG
MINUTES OF CORE COMMITTEE MEETING
MOOR LANE SITE
4th JUNE 2024 (Postponed from 21st May 2024)

Present

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

In Attendance

NW (Practice Manager), DS, Dr Kumar

1. Welcome

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

2. Apologies

JW

3. Minutes of 26/03/24

These were agreed as a true record of the meeting.

Proposed: MM Seconded: RH

4. Matters Arising

Staff not informing patients of their first name. Following patients concerns discussion of staff either not or refusing to give names followed. Members saw no problem with doing this as all names of staff can be identified through call monitoring. This would be avoided if part of interview process and subsequent job descriptions.

Action: NW & CS to follow this up with reception staff during future meetings and training.

The need to update the website remains to explain Robot Dispensing and the additional time of up to 5 days for collection.

Action: Practice to change wording when ordering prescriptions online from collection after 2 days to collection after up to 5 days.

Action: CS to update website to include all staff.

Action: DS to bring up robot dispensing and medicine shortage at Patient Council which is not until 17th June

Action: DS to send Pharmacy Posters to NW

Action: NAPP registration of NAPP completed by NW

PPG Plan awaits approval and discussion of out-of-date actions took place

Action: NW to meet with DS to review plan.

Amjad, Clinical Pharmacist was unable to attend meeting due to unforeseen circumstances. Discussion of prescribing and dispensing medication highlighted the need for all patients to be present for a Speaker Evening on the subject.

Action: NW & DS to develop this in plan

The involvement of PPG Core Committee Members in staff interviews to feed back how potential appointed staff interact with patients was declined by Dr Kumar as he could not visualise how this would work.

Feedback and actions on Book Sale covered under Agenda item 8

5. Practice Report

The Practice Update previously submitted is found in Appendix 1.

NW explained that reception concerns only would be handled by herself and Lauren as Reception Supervisor.

CS in her new role gave a brief resume of her background and all members introduced themselves likewise.

Members were reminded of the PPG's "Terms of Reference" which state that

"The PPG Core Committee may invite relevant professionals or patients to specific meetings. Any such persons shall respect the confidentiality of the PPG."

6. Chair's Report

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

DS initiated discussion of Primary Digital Care. NW explained how all the practices within the PCN had to implement this in order to receive funding. Ways to carry apply this are being developed.

7. Finance Report

£552.07 is held by Practice in PPG Account of which £80.49 has been generated by the Book Sale.

8.PPG Book Sale Feedback

MM has regularly visited the Village Site to maintain the Book Sale adding and organising donated books.

Action: NW to liaise with MM when donated books need storage with the office.

NW to forward weekly money collections to DS & DH for forwarding to members.

Discussion of how monies can be spent to best benefit the Practice took place and Dr Kumar showed members photos of a machine which set up in the surgery waiting room will record Blood Pressure, Weight, Height, Temperature and Stats. This information is relayed automatically to the patients' records.

Action: DS to ascertain information from to Minster Medical Centre who have a machine.

9. Focus & Purpose of Practice Survey

To be discussed at a future meeting.

12. AOB

13. Date of next meeting

Tuesday 1st October 2024 at **6.30pm** at the Village Site

Signed:

Date:

APPENDIX 1

Practice Update PPG Meeting 04 June 2024

Staff Updates

Lauren Foster was the successful candidate for the Reception Supervisor position. Lauren comes with a wealth of experience, having previously managed the reception team back in 2021/2022. She had previously worked at Crossroads and overall has 10 years' experience in General Practice. Lauren will be assisting Natalie in handling any patient concerns, as well as providing lots of training to the team. They will be holding a team meeting in June to discuss new ways of working and implementing uniformity throughout the department. Our receptionists are all in the process of attending care navigation and customer service courses provided by Lincolnshire LMC and we have been getting some wonderful patient feedback.

Maggie Russell from Reception is retiring at the end of May. She has been a wonderful member of the team and will be missed but we wish her well in her next chapter. She has promised to pop in for coffee regularly.

Charlotte Herrick is moving from reception to the administrative team. We know she is going to be excellent in her new role.

Due to these changes, we have advertised for two new receptionists and have had lots of applications which David is currently reviewing.

Claudia Silva has accepted the role of Deputy Practice Manager. She has worked closely with David and Natalie over the last two years and this promotion is hugely deserved. Claudia will be attending PPG meetings with Natalie going forward.

Two of our newer Practice Nurses Tori Lalka and Nicola Toynbee have recently been accredited as competent to provide travel advice to our patients, this means all 4 Practice Nurses are available to provide this valuable information. Just in time for holiday season!

We welcome Dr Christina Cerillio-Hernandez an ST2 who will be working with us until December 2024, and Dr Dr Yit Ting (Yuki) an F2 who will be with us until August 2024.

Sally Hewitt (HCA) and Dr Sarah Culpitt are in the final throws of their Spirometry training. This has been a long and difficult course for both and will give them inclusion on the Association of Respiratory Technology and Physiology register. This is an excellent way to ensure quality and consistency when performing this important intervention.

CQC Re-Inspection

We have no date for re-inspection currently and are continuing to work hard to ensure the required changes are embedded within the Practice.

Covid Spring Booster campaign

We successfully delivered the Covid Spring booster campaign and vaccinated 1450 patients over two days. The feedback we received was wonderful and all the staff involved did a fantastic job.

Staff attendance at PPG meetings

The Practice wish to propose inviting a different member of staff to each meeting so they can share an insight about their department – this month Amjad Rehman our Clinical Pharmacist will be joining us.

PPG Awareness week 03-09 June 24

May I take this opportunity to thank you all for your commitment to the PPG and the surgery.

With thanks,

Dr Senthil Krishnamoorthy

Senior Partner

APPENDIX 2

Chair's Report PPG Meeting June 2024

NAPP registration - All set up.

Primary Digital Care Co-production & Involvement Group Report

This is a National Project, with Lincoln ICB working for this area. This has been shared with PPG & VPPG Members

****Focus Areas:****

Primary Digital Care focused on the core 20% of the UK population experiencing multiple deprivation and addressed five key clinical areas:

1. Maternity
2. COPD
3. Severe Mental Illness (SMI)
4. Cancer Detection
5. Hypertension

****Primary Care Access Recovery Plan:****

Over the next 12 months, all practices will be required to provide their online consultation systems during core practice opening times. The digital team will support practices where challenges arise.

****Empowering Patients:****

The Access Recovery Plan emphasises empowering patients, including promoting the NHS App. The expected increase in the use of the NHS App includes:

- Medical record reviews: from 9 to 15 million per month
- Prescription requests: from 2.7 million to 3.5 million per month

Additionally, 57.5 million more appointments are now offered compared to pre-pandemic levels, largely due to the use of digital tools.

****Issues and Solutions:****

Some practices are closing their online consultation tools at 8:01 am. An ICB workforce plan includes an escalation process with the Primary Care Operational team to address this. Best practice guides will be produced and distributed. There were suggestions for the ICB to produce guidelines on effectively using systems and developing a model for the best use of the apps and systems.

****Resources:****

- Video on using the online triage system:

<https://www.youtube.com/watch?v=4EDwg-feeUI>

- Digital inclusion sessions information from the meeting held on 16th May, encouraging practices and PCNs to collaborate with PPG:

<https://lincolnshire.connecttosupport.org/education-training-and-employment/support-with-digital-and-technology/>

We have been asked to review these updates and resources for better integration and functionality within your practices.

Broadband and Telephony Improvements:

There was a query regarding improving broadband, including VoIP, within the practice. The ICB reported issues with the cost of changing infrastructure which impacts North Hykeham area as a whole, so this query has now closed. A sum of £960,000 has been allocated in Lincolnshire to support practices in upgrading their telephone systems. As a result, all practices in Lincolnshire are now on a cloud-based digital telephony programme, with 61 out of 81 practices upgraded for further functionality. A question was raised about whether Richmond has been included in this upgrade.

PPG Awareness Week | 3-9 June

To showcase what we've achieved. ICB encourages PPG's to share achievements to promote on Social media etc.

PPG Recruitment

Thank you to the practice for continuing to refer people for the PPG. However, there has to be greater collaboration and consultation between the PPG and the Practice as a whole before any further recruitment takes place. There must be an agreed long-term plan utilising volunteer commitment and time appropriately as per PPG/NAPP terms of reference.