

**RICHMOND MEDICAL CENTRE PPG**  
**MINUTES OF CORE COMMITTEE MEETING**  
**28<sup>th</sup> OCTOBER 2019**

**Present**

VC(Chair), GB (Vice Chair) DH (Secretary), NB, DC, JC, RH, MM, HR, CS,  
DC welcomed by VC.

**1. Apologies**

MS

**2. Minutes of 21/8/19**

These were agreed with the adjustment of NB and CS being not in attendance

Proposed: HR    Seconded: GB

VC signed the minutes accordingly.

**3. Matter Arising**

DNA figures previously circulated were discussed and text messaging appears to have made no difference. Signage in waiting areas was also discussed.

**Action:** CS to investigate text messaging for all appointments

CS reported current staffing - one Nurse Practitioner in post, one to be appointed, one pharmacist in surgery one day a week, receptionists received Signpost training to direct patients to appropriate clinician.

Mobile phone signage in hand.

Membership and log on details of NAPP confirmed by VC.

Confidentiality agreement signed by all members. DC signed copy.

Notice boards in waiting areas agreed with practice and currently on order. One moveable board downstairs and one fixed board upstairs. Leaflets ordered and to be included on website and notice boards

Issues of flu clinics discussed.

**4. Practice Updates**

NB explained that the practice has 4 partner doctors and 2 salaried doctors. With 11700 patients currently registered it is the second fastest growing practice in Lincolnshire. The NHS Federation, which is in place until next year, exists to provide extra out of hours time for surgeries. The Primary Care Networks (PCNs) are a key part of the NHS Long Term Plan, with general practices being a part of a network, typically covering 30,000-50,000 patients. The networks will provide the structure and funding for services to be developed locally, in response to the needs of the patients they serve. Our PCN includes Boutham, Birchwood, Newark Road and Woodlands.

CS explained the new concept of a Social Prescriber, who prescribes for social needs such as baby groups for new mums etc and the future possibility of Paramedics working within the practice.

Discussion of the area the Practice covers and the national shortage of doctors. The concept of PCN may address this.

CS explained reasons for receptionists leaving. Reception Supervisor to be appointed  
Phone message shortened and the practice is constantly reviewing the booking process.

**5. New Members**

New members who have expressed an interest was discussed.

Membership of all groups needs to be representative of all patients.

Discussion of future meetings to meet the needs of working patients and parents was discussed.

**6. Publicity**

Members to attend practice to distribute leaflets when available and to include early appointments and baby clinics.

**Action:** CS to send VC list of a range of times when clinics. VC then will share with members to attend and promote the PPG.

Discussion of position of notices in public areas in the locality took place.

**Action:** DC, JC and MM will organise to put up posters in areas covered by the practice over the period between now and Christmas to include pharmacies, shop notice boards, village noticeboards etc. CS will print off the posters for the group to collect from the practice.

NC reported that he is working with the company who provide the Information Screens to resolve the problems with missing text.

### **7.PPG Roles**

Responsible for Virtual Groups - vacant

Publicity, Newsletters etc - GB

Distribution of Leaflets – DC, JC, MM

Notice Boards – DH, RH

Emails, Facebook – VC

Liaise with supporting groups - vacant

For urgent matters CS had to leave at this point

### **8. Survey View**

NB explained survey results which are now carried out nationally and the resulting areas for development. NB asked PPG to create a questionnaire to unpick the areas highlighted by the survey to find out more specifics from patients.

**Action:** GB volunteered to create the questionnaire and initially email to VC.

### **9. Areas for PPG**

Increasing the membership of the PPG.

### **10. AOB**

Patient Communications which will include discussion of PPG suggestion box contents and emails received etc to be a standing agenda item. This to be formally agreed at next meeting.

### **11. Date of Next Meeting**

Tuesday 14<sup>th</sup> January 2020 at 10am

Signed:

Date: