

RICHMOND MEDICAL CENTRE PATIENT PARTICIPATION GROUP
MINUTES OF ANNUAL GENERAL MEETING
WEDNESDAY 12th OCTOBER 2022
6.30pm at VILLAGE SITE, NORTH HYKEHAM

1. Introduction by Chair

Members of the PPG and representatives of the Practice were welcomed and thanked for their attendance

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

2a) Approval and adoption of minutes of 29/09/2021 (additional item agreed by all prior to meeting)
Proposed: MM Seconded: RH

2b) Matters Arising
None

3. Annual Report

3a) Chair's Report:

The last 12 months has continued to see the impact of Covid added to the ever-increasing struggles that the NHS is under. I doubt there is anyone in this country that has not experienced, or is aware, how things have changed.

The PPG has been quiet during this year, as we have respectfully given priority to the practice to work through the backlogs, changes and pressures impacting on them, and us as patients. The committee and Members of the Practice continue to meet every three months online. The Virtual PPG, who are not on the core committee, have provided vital feedback and support when required.

One of our committee members left the committee to pursue another role with the East Midlands Kidney Cancer Support Group. During their time on the committee, they represented our PPG on the NHS Lincolnshire County Wide PPG committee. This committee meets online, creating a platform where information regarding the changes that are planned / happening, nationally through to locally within the NHS, is shared with all the PPGs from local practices. These representatives also provide feedback on what is happening locally and have input regarding future planning too.

In August NHS Lincolnshire asked us to participate in a survey regarding General Practice Access – results of the survey are still to be released.

Surveys have been shared across the Virtual PPG and local Social Media platforms where patients, carers, users by experience, are invited to participate ensuring feedback comes from grassroot level. This is something that is very much part of the NHS agenda going forward and will develop much more.

Members have participated in local consultative groups such as the Wheelchair Services Users Forum, Healthwatch etc.

We have seen a substantial change in the way we access medical services e.g. online requests for appointments/ advice and support, more face to face appointments are being conducted by medical practitioners remotely. This is constantly under review and changes to meet pressures at the time. It is proving beneficial for people with a minor issue, difficulty getting to the practice and the working demographic, who are not local during practice hours. Response times are frequently quicker, less time consuming for patients and enables the practice to prioritise needs and demands more efficiently.

Prioritising needs is provided via specialist medical practitioners within the Practice, such as Consultant Physiotherapist, Pharmacist, Advanced Nurse Practitioners, who have specialist expertise, so they can support patients with relevant conditions much more quickly. Please be assured that if any of these medical practitioners feel that something is beyond their field of speciality, they do have support from GPs within the practice as well.

As patients of the practice, it is vital we embrace the changes that must happen in order for us to receive the care we need when needed. To support this, the PPG plan to have some of these specialist medical practitioners at dedicated meetings / webinars in the forthcoming year, to share information about how appointments are allocated, what they do, what we can expect from them. Some of these meetings will be done virtually and or face-to-face, depending on facilities / experts' availability and interest from patients. I would encourage everyone to join the sessions when we get them booked, as it is a great opportunity for us to understand more about our bodies and how and when to self-manage when situations are not as they should be.

I would like to conclude my report by thanking each and every one of the practice staff, current past and present committee members and the Virtual PPG members for their contribution and support in the last year. I'm looking forward to growing and developing the PPG, and its role, as we continue to adapt to the progressively changing NHS landscape.

3b) Financial Report:

£471.58 held by Practice in PPG Account. Sole expenditure for the year being £51.48 on printer ink which is the only claim for secretary's expenses.

3c) Practice Report:

Due to unforeseen circumstances, there is no Practice Report. However, all information from the Practice has been recorded in Committee Minutes which are on the Practice website.

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

DS thanked members of the Core committee and the Practice for their time and support during the past year.

6. AOB

One question was asked regarding the additional residential development within the Practice catchment and ability to manage additional patients. There will be difficulty as the Practice is obliged to receive additional patients so will need to develop strategies to meet the patients' needs. Additional funding for increased patient numbers will help this. The Practice explained that they are not allowed to close their lists but will have different ways of working to minimise the impact of additional numbers. Currently the number of patients is fairly constant. Recruitment of doctors remains an issue and hope remains for doctors remaining in the area following their training in Lincoln. This is similar to other practices. The difficulty of criteria and applications of additional funding was explained.

Discussion of a Practice Facebook took place with suggestion that it should only be for information.

DS was thanked for all her hard work and positive input into the PPG during the past year.

7. Date of Next Meeting

Wednesday 11th October 2023 at 6.30pm at the Village Site.

Signed:

Date: