

**RICHMOND MEDICAL CENTRE PPG**  
**MINUTES OF CORE COMMITTEE MEETING ON ZOOM**  
**17<sup>th</sup> JANUARY 2024**

**Present**

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

**In Attendance**

NW (Practice Manager), Dr Vinod

**1. Welcome**

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

**2. Apologies**

JW, Dr Kumar

**3. Minutes of 22/11/23**

These were agreed as a true record of the meeting.

Proposed: MM    Seconded: DS

**4. Matters Arising**

**Action:** NW has organised NAPP renewal

**Action:** DH has refreshed PPG Notice Boards at both sites showing new posters with information on joining the PPG.

**Action:** DS awaiting revised format of 'RESPECT' poster in order to forward to NW

**5. Practice Report**

NW gave the Practice Update (Appendix 1) and the latest update on the telephony system and the need for better connectivity at Moor Lane Site. This is scheduled for later in the year and meanwhile the Practice is aware of short term fixes.

5a) NW updated on the CQC inspection with feedback due by the end of February.

The Practice was congratulated on achieving good Infection Control

**6. Chair's Report**

DS thanked Dr Vinod for her recommendations to the PPG and explained the procedure for Membership and how she telephones each patient/carer to talk through the role. Prospective PPG Members are asked to join the VPPG from which, reflecting the demographics of the Core Committee, they may be invited to join.

DS revisited the virtual meeting of Chair and Secretary with the CQC Inspector.

DS sent out the document of the ICB - Attending Primary Care System Level Access Improvement Plan.

**Action:** DS to forward ICB information to NW

DS circulated the Care Navigation presentation which we spoke about in November and this presentation explains more around it.

Improving Access to NHS Digital Services and Community Training/ Engagement coproduction group was discussed.

DS explained how through her own networking with "Enterprise Nation" a new company, "Screen Art", has been identified as offering onscreen TV advertising which would generate income for the Practice.

**Action:** DS to share details with NW

**7. Finance Report**

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

## **8. The Way Forward for the PPG**

Discussion of the interaction of the Practice and the PPG was discussed.

**Action:** DS and DH arranged a meeting with NW to formulate a draft plan for the Partners and the PPG committee to agree.

## **9. Neighbourhood Plan**

The inclusion of the PPG in this was discussed and it was decided to postpone until our next meeting when JW hopefully will be present to outline purposes and objectives. This would be separate from the Practice as the PPG is unable to represent the Practice.

## **10. AOB**

DH fed back patients' concern with anonymity of Practice staff apart from doctors and Practice Manager. NW explained the role out of staff training to include new guidelines for introductions when speaking to patients. In addition, new name badges have been ordered to identify staff and provide a more personal approach for patients.

RH informed members of the new dispensing policy of the Lincoln Co-op Pharmacies, where centralisation and the use of robots are now being used to dispense repeat prescriptions. This has caused concern for some patients as there is now no facility to dispense specific brands of medicine. Dr Vinod explained that doctors are prevented from prescribing medicines where patients have allergies but it was a concern when patients have an intolerance to the ingredients of some brands.

**Action:** NW to investigate and DH to raise at next ICB meeting.

## **10. Date of Next Meeting**

Tuesday 26<sup>th</sup> March 2024 at **6.30pm** Via Zoom (DS to host)

Signed:

Date:

## **APPENDIX 1**

### **Practice Update PPG Meeting 17<sup>th</sup> January 2024**

Happy New Year to all the members of the PPG. We do hope you had a restful festive period.

#### **Staff Updates**

We only have a few updates to our staffing since the last meeting.

We welcome Ellie Wright to the Administration team – she begins her employment from Monday 15<sup>th</sup> January 2024 and joins us with a background in school administration.

Megan Beaver has joined the Reception team full time taking our head count in that department to 17, meaning we are fully staffed and therefore reducing the waiting time to get through to the Surgery.

Sally Hewitt has started her Spirometry training, meaning we will have extra qualified staff to be able to assist with Asthma and COPD reviews. Great news for our patients!

Jen Howarth has joined our Frailty team to assist with looking after our patients living in care homes. She is employed by APEX PCN and assists all four practices to achieve the Enhanced Health in Care Homes directive. She comes with a wealth of experience having worked in the community for many years and has gelled wonderfully with Caroline and Gemma.

We have recently advertised for a 6-8 session Salaried GP and have received several applications. We will keep you updated!

#### **IP&C Inspection**

On the 28<sup>th</sup> November 23 we had our annual Infection, Prevention and Control Inspection conducted by the Integrated Care Board. I am delighted to announce that we passed with flying colours and were commended by the inspection team on the improvements made since previous visits. They made special note of the comprehensive systems and processes we have in place to ensure a safe and clean environment to see our patients and how well we share IPC information with all our staff. Special thanks to Natalie, Claudia and the Nursing team for ensuring such a fantastic result.

#### **CQC Re-Inspection**

On the 06<sup>th</sup> December 2023 the CQC visited the practice to re-inspect us. We welcomed three Inspectors on the day and were very grateful for the professionalism and kindness they showed during their time with us. We have been informed that we should receive the draft report in February 2024. Whilst we have no indication of the result, the whole team have worked tirelessly since May 2023 to address the issues raised and I am extremely proud of the progress we have made and of the systems we are embedding. It is an ongoing process, but we are hopeful that we showcased the improvements we have made, and these will be reflected in the report.

#### **Telephony**

You may be aware that we have experienced some difficulties with our telephone lines. Natalie has been dealing with this and working closely with our telephony provider to rectify the issue. As we use a cloud-based telephony system, it requires faster broadband than we currently have and so we are looking to upgrade this as it is available. I must stress, this is not having a huge effect on patients contacting the practice and short-term improvements have been made to ensure the issues are fixed.

With thanks,

Dr Senthil Krishnamoorthy

Senior Partner