

RICHMOND MEDICAL CENTRE PPG
MINUTES OF CORE COMMITTEE MEETING ON ZOOM
20th August 2024

Present

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

1. Welcome

DS members. All were thanked for their attendance at short notice.

2. Apologies

None

3. Minutes of 4/06/24

These were agreed as a true record of the meeting.

Proposed: MM Seconded: RH

4. Matters Arising

4. Action:

NW & CS to follow this up with reception staff during future meetings and training as reception staff do not or refuse to give names when on telephone calls. Not actioned as Administrative and Reception staff do not automatically give their names.

The need to update the website remains to explain Robot Dispensing and the additional time of up to 5 days for collection. Not actioned as website still states 48 hours.

4. Action: See above

4. Action: CS to update website to include all staff. Not actioned as Administrative and Reception staff are not included under Staff List on website.

4. Action: DS has brought up robot dispensing and medicine shortage at Patient Council

4. Action: DS has sent Pharmacy Posters to NW

4. Action: PPG Plan has been approved by partners

4. Action: The plan beginning 2024 has been approved and DS is awaiting a date to review this plan with NW and set dates for a Speaker Evening with Amjad, Clinical Pharmacist on the prescribing and dispensing medication.

8. Action: NW & CS update the online spreadsheet weekly or fortnightly which DH then has to send to MM

8. Action: DS has contacted Minster Medical Centre PPG and is awaiting reply

5. Chair's Report

Appendix 1

6. The Way Forward

DS explained that this emergency Committee Meeting had been called to consider the 'Way Forward' for the PGG.

It was unanimously agreed that in the current circumstances the PPG committee will remain inactive as far as meetings and actions until such time that the Practice is able to fully engage with the PPG and able to continue with the Action Plan which has been agreed with the Practice.

Consequently, there will be no AGM this year but members will continue to support the Book Sale, which is running smoothly, thanks to MM, in the hope of raising funds for the future. The PPG core committee and VPPG will still continue with key communications from the ICB

6. Date of next meeting

TBA

Signed:

Date:

Exceptionally, there being no further meetings planned, members agreed to approve the above minutes so that they could be circulated to all patients in the usual way.

APPENDIX 1

Chair's Report PPG Meeting 20 August 2024

NAPP registration - All set up.

Lincs ICB West Locality PPG Meeting - 25/06/24

Lots of PPGs feel they are not getting anywhere "Tick box" exercise.
More is being done to roll out PPGs for PCNS in areas where this has not been done yet.

Pharmacy Question raised around pharmacy visits enabling discussions to take place in private areas and how are frontline pharmacy staff trained to respect privacy of patients coming to them for minor ailments.

NHS Digital app discussed more and patients generally positive once they are aware and know how to use.

A useful link to share with people wanting to know how to use the app for different things with videos in link below.

<https://digital.nhs.uk/services/nhs-app/toolkit/walk-through-videos#top>

ICB Self Referral Co Production meeting 10/07/24

ICB planning website to allow patients to self refer directly. 7 Areas although maybe 9.

- Hearing tests
- Podiatry
- Mental Health
- Alcohol Support
- Carers

Not Launched yet and thinking of having MSK added to it.

Follow up later in time nearer launch.

Key is using GP info.

Countywide PPG Meeting - 16th August.

Carers Passport/Badge - used in hospitals some changes to terminology

Womens Health Service - Diane Hansen - Consultation and Survey around promoting survey in our area. Social events clubs, please could they be invited.

GP Strategy - want to hear from patients about the strategy. The most engaging pieces of work conducted. Determining behaviours regarding interactions to avoid people going to A&E, e.g. sit and wait service.

Pharmacy First update - presentation relating to local pharmacies - 7900 plus people in Lincoln have been serviced since May 2024.

My Shared Agreement - Co design and co produce an strategy with patients and medical staff working together. Informed and joint decisions.

5 Foundations

1. Do things differently
2. Understanding what matters to both professional and person
3. Working together for the wellbeing of everyone (workforce and patients)
4. Conversation with rather than about people
5. Making the most of what is available.