

Ramsey Health Centre

· Dr Sonali Roy · Dr Laura Savage · Dr Ben Curtis · Dr Izibeya Ootob · Dr Gladys Obuzor ·
· Practice Manager: Mrs Georgie Weir ·

29 September 2022

Minutes of Patient Participation Group Meeting **17 November 2021 at 13:00**

Present:

Julie White – Practice Manager
Georgie Weir – Assistant to the Practice Manager (Minutes)
Dr Laura Savage – GP Partner
Sue Conley – PPG Member
Jeanette Cooney - PPG Member
Jane Upward - PPG Member
Carol Gardner - PPG Member
Margaret Quincey - PPG Member

Minutes of the last meeting

Earlier minutes were not available

General Update from the Practice

Julie is retiring in Jan 2022 and Georgie will be taking over as Practice Manager; Georgie has nearly 13 years' experience at Ramsey Health Centre, she started in 2009 in Patient Services and moved on to be Julie's assistant in 2017.

Other staff changes include Dispensary Manager, Margaret Edwards retiring in April 2021. Tracey Clarke became the new Dispensary Manager. Danni moved from Patient Services to Dispensary. There have been some staff changes in Patient Services. Internal changes that will take place in January when Georgie becomes Practice Manager include Debbie switching roles from Patient Services Supervisor to Assistant to the Practice Manager and Jackie will step up to Patient Services Supervisor from Senior Receptionist. Our team of Doctors are stable and we have a number of registrars coming and going at various stages of their training.

Discussed most recent Infection Prevention and Control Guidance from Sept 21 which remains unchanged, this is the reason why we are still requesting patients collect their medication from outside. Different NHS buildings have different challenges. We appreciate it is not ideal and will re-open the doors as soon as possible.

GP led triage continues and we have different forms of consultation available including telephone, video call and face-to-face. Discussed the reason we ask patients to disclose their reason to the receptionist is to help the GP prioritise. The Patient Services Team must adhere to the same strict confidentiality rules as clinicians.

The amount of complaints we have received is high, general tolerance is low and it has been a challenging time for all.

PPG would appreciate the staff photos at the front reception desk to be updated and to receive a list of staff and their job roles.

Talked about Ramsey Health Centre being part of Fenland PCN (Primary Care Network) and the staff that we share with the other three practices in March including: Samantha, Clinical Pharmacist and Kate, First Contact Physio. PPG gave positive feedback re Kate. We also had a Social Prescriber, Kasia but she has moved on now leaving a vacancy to fill. Dr Ben Curtis is the Clinical Director for Fenland PCN.

2021 Flu campaign is underway. Flu vaccines are ordered a year in advance. Deliveries have been postponed, it has been a challenge to organise. We have a new system where we send a text to patients with a link to book straight in, which seems to have worked well.

Patients will soon automatically have full access to their medical record via the NHS App. This may be delayed as there have been concerns over safeguarding.

2022 will see the transfer of the Clinical Commissioning Group (CCG) to the Integrated Care System (ICS) which is a restructuring of the system with the aim of more "joined up care".

Matters Arising from the PPG

Questions were posed around number of patients vs no. of GPs. There are no hard and fast rules, however historically it was that there should be 1 full time GP per 2000 patients. We could make the decision to close our list size if we felt it was necessary. We currently have around 7,000 patients.

PPG asked Julie if she could join the PPG following her retirement, Julie declined on the basis that she is not a patient here.

PPG has no chairman at present, no volunteers, Georgie was nominated.

Jeanette kindly offered take on role of PPG secretary.