

MINUTES OF PPG MEETING – 18 OCTOBER 2024

Present

**Georgie Weir – Practice Manager
Simon Peters – Chair
Natalie Rayner – Social Prescriber
Josh Melville – Dispensary Manager
Jeannette Cooney – Minutes
Carol Gardner
Margaret Quincey
Sue Conley
Jane Upward**

Apologies

Dr Obuzor – GP Partner

The Minutes of the July meeting were read and approved

Patient Numbers

There has been a slight increase in patient numbers which currently stand at 7552. Simon asked whether there was a maximum threshold for patients – Georgie said not as government funding had a different focus nowadays. She was also pleased to be able to report that RHC is now fully staffed with Dr Horakova joining the team, although Dispensary is currently looking for maternity cover for a member of the team that is on maternity leave. Jane mentioned that the Red House in Ramsey is to re-open which may mean an increase in patient numbers and may also lead to increased government funding for RHC. Sue wondered whether the Practice had a GP assistant with a clinical background, Georgie confirmed that RHC do not employ a GP assistant.

DNAs

The number of DNAs remains static at about 100 per month and Simon enquired if there had been any exclusions as a result. Apparently there had been a few over the last 6 months and Georgie confirmed that patients are sent letters re missed appointments before any action is taken. Georgie also reported a computer problem affecting our system which has meant reminders being sent manually but hopefully the problem will soon be

resolved. It seems the same computer system is not used throughout the NHS.

Heating System

There has been no progress to date but a planning meeting is due very soon. It was agreed that if the heating is not repaired before winter contingency plans will need to be made for heating the surgery.

Any Other Business

Apparently Jane has recently been unable to access the patient email service and she wondered whether it was still available. Georgie said she would investigate but in fact the doctors preferred not to over-use this service which should only be used for admin not clinical requests. She added that clinical requests can often be referred to a Pharmacist. Sue asked whether online appointments are still released at staggered times of the day – this is still the case, with some now released at 8.00 am – plus of course the duty doctor available all day.

Margaret raised the question of RSV injections – a one-off vaccine for all ages with respiratory problems. Georgie confirmed that RHC is concentrating on the older and more vulnerable patients at the moment but the vaccine will be extended in due course.

Georgie said that unfortunately the Physio service is no longer available at RHC as the PCN has withdrawn funding but patients can still self-refer to the hospital via MSK. She also reported that our website has been refreshed to comply with NHS guidelines and is now more user friendly.

A Patient Pod machine which records a patient's weight, BP and cholesterol levels has been installed with the aim of saving clinicians' time, especially for annual reviews, and a discussion followed regarding its accuracy. The general view was rather negative – especially for BP readings which are taken whilst standing – and the Practice will therefore monitor results and welcomes any feedback.

There being no other business the meeting closed at 2.05 pm and the next meeting arranged for Tuesday 14 January 2025.