

## **MINUTES OF PPG MEETING – 2 APRIL 2025**

### **Present**

**Dr Laura Savage – GP Partner  
Georgie Weir – Practice Manager  
Simon Peters – Chair  
Jeannette Cooney – Minutes  
Jane Upward  
Carol Gardner  
Sue Conley**

### **Apologies**

**David Sibley  
Margaret Quincey**

**The Minutes of the meeting held 14 January 2025 were read and approved.**

### **Patient Numbers**

**There has been a slight increase in patient numbers from 7,582 in January to 7,605 in April. It was acknowledged that numbers will inevitably increase further with the house building in Ramsey and the surrounding areas.**

### **DNAs**

**These have decreased slightly - from 102 in January to 96 at the end of March. Dr Savage confirmed that the Practice is continuing to monitor the situation re persistent offenders and send the appropriate letters when needed. However, she stressed that each situation was assessed individually and any relevant factors always taken into consideration.**

### **Heating System**

**Georgie reported the new system is now installed and working well despite a few initial teething problems. We also have new windows (double-glazed and frosted where necessary for privacy) and new automatic doors.**

### **Practice Update**

**A new NHS enhanced access initiative requires GP opening hours to be Mondays – Fridays 8.00 am – 8 pm and Saturdays 9.00 am – 5.00 pm. This will be shared by RHC within the Primary Care Network enabling one Practice within the network to be open from 6.30 – 8.00 pm each evening. RHC will be open on Thursdays with a mix of doctor, nurse and remote appointments available but due to staff pressures Fridays and Saturdays will be outsourced and only remote appointments available.**

### Appointments

Simon asked whether NHS England closing would affect GP Practices generally – Dr Savage thought not. Georgie reported that RHC hoped to start Covid clinics in the Spring – something not previously offered due to staff shortages – but which gives a small financial advantage to the Practice and a wider choice of venue to patients. Another revenue source is available from the Quality Outcomes Framework (QOF) where funds are given to GP Practices for meeting certain health targets i.e. long-term conditions such as asthma, diabetes and childhood vaccinations. Dr Savage said that most of these targets were already being met by RHC with the exception of diabetes.

### Any Other Business

RHC has received funding for a telephone system upgrade which should be installed soon. The new system will be digital and enable the Practice to hopefully include a 'ring-back' option for appointments as required by the NHS.

Dr Otopo has been elected representative on the local medical council – a body which helps with GP contracts etc and to which all GP Practices pay a levy.

Simon asked whether RHC had a good working relationship with Ramsey Pharmacy as he had recently had to help a wheelchair user who was unable to access the Pharmacy. It seems that this problem has occurred previously without resolution and the Pharmacy does not feel it necessary to improve access. Simon offered to raise the matter with them again as he feels there is a legal requirement involved.

On behalf of a patient awaiting a hip replacement, Carol asked whether RHC has any raised toilet seating – Georgie to investigate.

Jane asked whether the Dementia Support Worker appointments were being utilised, Georgie confirms Wed 9 April is fully booked. A discussion followed re support for carers and vulnerable children within the community. Dr Savage confirmed the practice works with local authorities to support vulnerable families wherever possible. Jane enquired regarding progress on obtaining the Carers Tick award, Georgie will discuss with Natalie, Social Prescriber.

There being no other business, the meeting closed at 2.05 pm. The next meeting is arranged for 2 July 2025 at 1.00 pm.