

## **MINUTES OF PPG MEETING – 1.00 pm on 18<sup>th</sup> October 2023**

### **Present**

**Dr Roy – GP Partner**  
**Georgie Weir – Practice Manager**  
**Natalie Rayner – Social Prescriber**  
**Jeannette Cooney – PPG Member (Minutes)**  
**Jane Upward – PPG Member**  
**Simon Peters – PPG Member**  
**Viv Carr – PPG Member**

### **Apologies**

**Margaret Quincey**  
**Sue Conley**  
**Carol Gardner**

### **Minutes of last Meeting**

The Minutes of the meeting from 13 June were distributed and new member Viv Carr was welcomed to the group. Also welcomed was Natalie who explained her role as Social Prescriber which is to enable patients to access help with wider non-medical issues such as available benefits and useful organisations. She is employed by Fenland PCN.

### **Fenland Dementia Project (FDP)**

Jane is a member of this group whose aim is to help and advise anyone diagnosed with dementia and in a recent attempt to publicise the services offered a questionnaire was sent to local Practices. Unfortunately the response from Ramsey was low so Georgie confirmed she would send out more information to remind patients of the help that is available as the waiting list for dementia assessment is a long one. Natalie confirmed that she was aware of FDP and has in fact referred people in the past.

### **Impact of new housing in the area**

Concerns were raised at the last meeting regarding the large increase in local housing and the impact this could have on patient numbers for RHC. Georgie said that so far there had been no noticeable effect.

### **Appointments**

Dr Roy confirmed that GP appointments have been increased to 15 minutes which was a more realistic time. Unfortunately there are still too many DNAs and the Practice is now implementing a system which enables action to be taken to remove persistent offenders ie after 3 missed appointments patients are sent a letter advising they may be removed from the patient list. Simon asked if this would affect the whole family and it was agreed this could be difficult if children were involved. Jane asked whether online appointments

were still being offered, and if so when, as she had found it difficult recently. Georgie confirmed they were still available – they are put online monthly and released gradually by filter. In addition during busy periods there is the possibility of booking an appointment with the West Cambs Federation (WCF) for weekends or evenings. This facility is shared across the region and appointments can be face-to-face, online, or by telephone. All appointments are booked via RHC.

### Flu Clinic

Georgie confirmed a very successful clinic was held on 7th October despite a slight misunderstanding which affected a group of patients aged 50-64 who had not been advised that due to a change in government policy they were no longer eligible for the vaccine. The matter was satisfactorily resolved.

### Building Contract

No movement on this but Georgie was confident this would happen in due course.

### Any other Business

Jane said she was pleased to see the Disabled Parking area was now clearly marked and Georgie confirmed more work on the car park was due to take place.

There being no further business the meeting ended at 2.00 pm and the next meeting has been arranged for Friday 19<sup>th</sup> January 2024.