

MINUTES OF PPG MEETING – 2 JULY 2025

Present

Dr Laura Savage- GP Partner
Georgie Weir – Practice Manager
Simon Peters – Chair
Jeannette Cooney – Minutes
Jane Upward
Sue Conley
Margaret Quincey
David Sibley
Gia – school work experience

Apologies

Carol Gardner

The Minutes of the meeting held 2 April were read and approved and a warm welcome extended to Gia who was observing today's meeting as part of her school work experience.

Patient Numbers

Georgie provided 2 very comprehensive graphs showing the movement of patient numbers over the last 6 months and the previous 15 years with both graphs illustrating that numbers have remained fairly stable. The recently opened Magnolia Care Home in Ramsey has now been in touch with the Practice regarding registering their residents and Dr Savage confirmed she had contacted the ICB to discuss the extra funding involved for RHC.

DNAS

These have improved (103 in April to 80 in June) – a hopeful sign that the appointment reminder system is working overall.

Heating System

The new system is now up and running with the exception of some adjustment required to the automatic doors. These are under guarantee and the situation will be monitored.

Practice Update

Dr Savage reported that the enhanced access initiative is now offering pre-bookable appointments with both doctors and nurses each Thursday evening.

Outsourcing appointments on Fridays and Saturdays however has thrown up certain communication and clinical concerns which still need to be addressed.

Telephone System

There have been a few teething problems with the new system - the ring-back option for appointments is not yet in use but these are being monitored and should shortly be resolved. The question was again raised regarding the number of recorded messages before patients are put through to reception. Georgie agreed to review this but emphasised that the warning that any verbal/physical abuse towards RHC staff would not be tolerated would not be removed as sadly this sort of behaviour was still a problem.

Flu Clinic

Georgie suggested Saturday 11 October for the next flu clinic and confirmed that as RHC had successfully given approximately 100 covid vaccinations in the spring this would continue and they would be added to the flu clinic. Simon wondered why different age groups received different vaccinations – Dr Savage said this was because older patients benefited from an extra boost to their immune system and added that all eligible patients could choose whether to have both vaccinations on the same day.

Patient Pod

It appears that despite patients being advised by text to use the Pod before their appointment this was often ignored. Margaret felt that the signage in the waiting room was not very visible and it was also suggested that perhaps the token for the Pod could be given by Reception when patients booked in. Georgie to investigate further.

Any Other Business

There was an update from Simon regarding access for disabled customers at Ramsey Pharmacy as discussed at the last meeting. Having not had a reply from Ramsey he subsequently contacted their Head Office who appreciated his concerns and apparently his suggestion re the installation of a bell and a ramp has now been implemented.

Jane said that unfortunately the teddy bear donated by a patient as a possible raffle prize to raise funds for the Practice had run into problems with gambling regulations. Various suggestions to overcome this were discussed – Dr Savage thought if the raffle took place in one day (during the flu clinic for

example) this might solve the problem but nothing was resolved – to be continued.

Simon raised his concerns regarding a recently bereaved vulnerable RHC patient he knew who needed extra support. As she had not felt able to contact the Practice herself Simon offered to help but had found it impossible to contact a doctor via Reception. It was generally agreed that a positive and helpful manner at Reception is extremely important and this could perhaps be addressed during staff training days.

An outside tap for watering the courtyard garden is needed – Georgie to investigate.

Jeannette had noticed that there was no longer an identification board at Reception. Sadly this has been removed due to a recent security issue and is not likely to be replaced. Simon suggested name badges.

Georgie reported that 50% of dementia support worker appointments had been booked in June and someone was coming to give a talk at RHC in July with a view to arranging for the Practice to obtain the Carers tick award.

There being no further business the meeting closed at 2.05 pm and the next meeting will be held on Friday 26 September at 1.00 pm