

**MINUTES OF ST RICHARD'S ROAD SURGERY  
PATIENT PARTICIPATION GROUP MEETING  
Friday 11 April 2025**

<b>Agenda Item:</b>	<b>Details</b>	<b>Action</b>
<b>Attending:</b>	SM (Chair); AC (Patient Services & Operations Lead); SE (Secretary); CT; BN; SW; MN; DH; AE; CG; CH; JG; DT	
<b>Apologies:</b>	SS; PP	
<b>Conflict of Interest:</b>	None declared	
<b>Welcome &amp; Introductions:</b>	SM welcomed everyone to the meeting, and asked the group to introduce themselves to the new member.	
<b>Minutes of the Last Meeting:</b>	Minutes of 17.01.2025, which are available on the practice website, were signed.	
<b>Matters Arising not on the Main Agenda:</b>	<u>Staff Photographs</u> AC reported that the photographs of clinicians and management teams should be on the website by the next meeting.	
<b>1. Practice Update</b>	<u>Covid Boosters</u> The eligibility criteria - the same as for spring 2024, and similar to spring 2022 and spring 2023, with the addition of immunocompromised people in younger age groups: <ul style="list-style-type: none"> <li>• adults aged 75 years and over</li> <li>• residents in a care home for older adults</li> <li>• individuals aged 6 months and over who have a weakened immune system</li> </ul> Appointments can be booked on line via <a href="https://nhs.uk/bookcovid">nhs.uk/bookcovid</a> or by calling 119. Vaccinations available in chemists and at surgeries, which enables patient choice, but patients are encouraged to attend surgery clinics, as the amount of vaccine ordered has been based on practice numbers. Administration date for this year has not yet been released, but it is usually mid-September onwards. All providers are funded for the service. The practice has about 1000 eligible patients. The surgery has Saturday clinics on the system and purchase the Moderna and Pfizer vaccines locally, which has to be done one year in advance. Staff have to train for the administration of both vaccines and an anaphylaxis kit has to be available. There was some discussion about modification to vaccines due to the	

	<p>mutation of the virus. Patients in care homes are vaccinated by staff from the PCN. Patients will continue to be offered the Covid booster with the 'flu vaccination or it can be administered separately (HCAs – 'flu: Nurses 'flu and Covid.)</p> <p><u>Rheumatology Service</u> This has been run by Connect Health, who have sent letters to their patients stating that from 1<sup>st</sup> April, 2025, care will be passed to GPs. They have provided individual patient letters to GPs, however there is ongoing dialogue between the ICB and LMC (Local Medical Committee, who work with GP practices) about who will be responsible going forward, as it may not be the GP.</p> <p><u>New Messaging Service</u> Since 1<sup>st</sup> April, surgeries have been using a new messaging service called Iplato. There have been problems with this service, so members were asked to report problems with the messaging system, which could be added to the surgery's observations, in order to feedback to the provider. Some had experienced difficulties.</p> <p><u>Staff Changes</u></p> <ul style="list-style-type: none"> <li>• Dr Ugwuonuoha is working additionally on a Tuesday from 15.04.25</li> <li>• Dr Boland has now left the practice</li> <li>• There is currently an advertisement for a salaried/partner post</li> <li>• Working using a lot of locums at the moment</li> <li>• Senior Receptionist will be doing her care navigator course in May (they are working closely with GPs who are on duty for the e-consults). The aim is for the rest of the Receptionists to do the training</li> <li>• Dr Richard Williamson is our new trainee who is here for 4 months, but will then be back hopefully a few months later for a year</li> </ul> <p>In addition, other GPs are undertaking 2-hour bitesize telephone sessions on top of their current workload. Some discussion ensued about the role and responsibilities of locums. Regular locums used by the practice work over and beyond their duties.</p>	
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	<p><u>Ear Syringing (Irrigation)</u> PPG members requested an update. Staff training is ongoing. It is currently offered one day a month. Needs to be done in a block of appointments. A Clinician is required to check the patient's ears before irrigation is undertaken.</p> <p><u>Building</u></p> <ul style="list-style-type: none"> <li>• Solar Panels are working well – there was some discussion about the need to clean them and their perceived loss of efficiency if dirty</li> <li>• The surgery will explore an enclosed area for mobility scooters to be kept but it will depend on landlord and planning permission and cost – some discussion ensued about the possible charitable funding streams, location, design and construction</li> </ul> <p><u>IT</u></p> <ul style="list-style-type: none"> <li>• Newsletter – there is some more information to go into it and will leave it for CT to do shortly</li> <li>• TVs in reception – still waiting for best quote – in hand</li> <li>• Website – there are certain gold standards regarding accessibility that need to be met and the surgery is in the process of negotiating this with our current provider. The aim is to make it easier to navigate</li> </ul> <p><u>QOF (Quality and Outcome Framework)</u> This is a system that rewards and incentivizes general practice for providing high-quality care, based on performance against specific indicators. The practice has achieved 92.6% (has to get over 90% to be training practice.) Staff are very pleased that the practice is able to continue as a training practice. Some discussion took place about factors which reduce the percentage. These factors are the same for all practices and need to be addressed at a national level.</p> <p><u>Appointment System</u> Between 09.04.25 – 10.04.25, there were 24 DNAs. AC recapped follow-up procedures in place and actions taken.</p>	AC/CT
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	<p><u>PPG Topics of Interest</u></p> <p>AC asked for suggestions for speakers. Andrea (Practice Pharmacist), a Receptionist and Nurse were all suggested, which would be considered.</p>	
<p><b>2. PCN Patient Participation Group Update</b></p>	<p>The last meeting was attended by SM and CG where two topics were discussed: -</p> <p><u>Enhanced Health in Care Homes</u></p> <p>There are 26 care homes, with approximately 500 residents in our PCN. The aim is to assess new residents within 7 days of admission and support care home staff with such things as Personal Care Support Plans. They do not deal with acute care – that is referred to GPs.</p> <p><u>AI Scribe for Surgeries</u></p> <p>Dr Drew (Sandwich) spoke to the group about new digital tools (Tortus and Anima) which are being trialled to help triage appointments and manage work flows. The software uses voice recognition, codes and produces a written draft which the GP can proofread. It is estimated that this can save 1-2 hours of GP time per day and allows the practitioner to focus on the patient instead of the computer screen, typing up symptoms as the consultation progresses.</p>	
<p><b>Date of next meeting</b></p>	<p><b>Friday 18 July, 2025, 10:00-12:00, at St Richard's Road Surgery.</b></p>	
	<p><b>Meeting Closed.</b></p>	