

**MINUTES OF ST RICHARD'S ROAD SURGERY  
PATIENT PARTICIPATION GROUP MEETING  
Friday 18 July 2025**

<b>Agenda Item:</b>	<b>Details</b>	<b>Action</b>
<b>Attending:</b>	SM (Chair); AC (Patient Services & Operations Lead); SE (Secretary); BN; MN; PH; CH; SW; AE	
<b>Apologies:</b>	PP; CG; DT; DH; CT	
<b>Conflict of Interest:</b>	None declared	
<b>Welcome &amp; Introductions:</b>	SM welcomed everyone to the meeting. AC explained AW unable to attend today as planned, but Dr. Schulz would be updating members on GP training.	
<b>Minutes of the Last Meeting:</b>	Minutes of 11.14.2025 were agreed and signed.	
<b>Matters Arising not on the Main Agenda:</b>	None	
<b>1. Dr Schulz - Overview of GP Training</b>	<p>When the practice was based at the Queen Street Surgery, it was never a training practice, for several reasons. GPs had to hold an additional qualification (MRCPG) and he was the only one to have that. In 2001, he was job sharing with his wife, whilst his children were young. The practice would also have to had 80% summarisation of patient records, which at that time, were paper based. By 2014-15, several GPs retired and despite advertising for 2 years, posts were not filled. This led to changes in working practices, to a multi-disciplinary model, which allowed GPs to focus on patients with complex needs and freed time for them to supervise GP trainees. There were some incentives to become involved with doctors' training, but additional one year training was required to fulfil the requirement for GP Trainers to have the required postgraduate qualification. The distance learning course comprised of- meetings/tutorials/assignments/essays, which was a big commitment on top of existing GP duties.</p> <p>GPs complete five years' training at medical school, which was traditionally hospital based, plus a further three years. It takes ten years, at least, to 'grow' a GP.</p>	

	<p>To try to alleviate GP shortages, recruitment and retention difficulties, etc., FY2 and ST training was moved into surgeries and in 2015, it was felt that St Richard's Road Surgery should become a training practice. Dr Schulz qualified as a GP Trainer in 2015 and Dr Rutherford in 2018.</p> <p>It has been a positive initiative. The surgery receives some funding, but there is a heavy workload monitoring trainees logs; mentoring them weekly, etc. so it is not possible for one GP Trainer to have too many trainees at one time and fulfil the normal GP role e.g., Dr Schulz found that having three trainees at the same time to be too many.</p> <p>Dr Schulz reported that being a trainer has been a positive experience, and the practice has earned a good reputation, recruiting GPs either directly or indirectly as a result. Members were concerned about Dr Schulz's workload since Dr Rutherford's retirement, but Dr Peters has since become a GP Trainer. The practice would like to have as many as possible.</p> <p>More than half of GP trainees are from abroad, and often struggle with the GP training requirement of having to pass a module in consultation skills. This is due to the different model of GP/patient relationships in this country. As a result, many require extension periods, and St Richard's Road has a good reputation in supporting trainees through this important requirement.</p> <p>PPG members were able to express their appreciation to Dr Schulz and also discuss other PCN initiatives, such as extended access; changes to Rheumatology provision; having a pharmacist as part of the team and their effects on GPs and the practice. AW helps the doctors by managing/monitoring patients with blood pressure/cholesterol problems; medication queries from GPs regarding what can be done in the primary care setting or whether hospital involvement is required.</p>	
<b>2. Practice Update</b>	<p><b><u>Solar Panels</u></b></p> <p>The practice does not wish to proceed with meshing the panels. An enquiry was made when they were put up. The option of the metal cage to stop the birds</p>	

	<p>getting in between the roof/panels was discussed, but it would have cost thousands of pounds extra, and so it was decided against. The window cleaner is able to clean the panels.</p> <p><b><u>Mobility Scooter Shelter</u></b> AC explained that we were not in a position to take forward the erection of a mobility scooter shelter. There were various reasons why but the main ones were cost and ongoing costs and rent implications.</p> <p>Suggestions were discussed regarding the number of scooters in the waiting room at any one time; the need for those patients to continue using them to see the clinician and not necessarily park them; the possibility of dedicating a specific area in the waiting room as a parking bay.</p> <p><b><u>Staff Photographs</u></b> Still in progress. The practice will be putting the photographs up in the reception area for the clinicians and managers only.</p> <p><b><u>'Flu Season</u></b> Clinics hoped to be started on Wednesday 1<sup>st</sup> – Friday 3<sup>rd</sup> October, with Saturday clinics on 4<sup>th</sup> and 11<sup>th</sup> October. Members were asked to volunteer if they were able to help by meeting and greeting and assisting if needed. Please let AC know by email if able to help and what sessions. Covid vaccinations will be available with the 'flu vaccine or separately. The appointments are hopefully going to be on the appointment system ready to be booked by patients by mid-August at the latest.</p> <p><b><u>National Patient Survey</u></b> 303 distributed and 124 completed. The surgery has not carried out its own recently, but results from eConsult and text messaging are looked at. The 'overall experience' percentages are better than last year – especially as the 'phones have improved. AC checked whether members had received their online PPG surveys included in the last email. (ICB are reviewing PPGs.)</p>	<p>PPG Members</p>
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	<p>exercise groups led by a physiotherapist or physiotherapist assistant.</p> <p><b><u>PPG Volunteering Opportunities</u></b>  Gardening – members were asked if they were interested in volunteering to create a gardening area to be established at PCN level.</p> <p>PPG presence in the reception area – members were asked if they would like to help patients, perhaps once a month, with queries, NHS app, etc. This was viewed with interest and some enthusiasm. Members to contact AC if interested.</p> <p><b><u>General</u></b>  A blood pressure monitor will be placed in the reception area for patients to take their own readings.  Anima system – the surgery is remaining with current systems in place.  Air conditioning – a member asked whether it was possible to look into a cooling system in the waiting area. Air conditioning had not been included in the plans when the new surgery was built. Surgery to explore options.</p>	<p>PPG Members</p> <p>PPG Members</p> <p>AC</p>
<b>3. PCN Patient Participation Group Update</b>	<p>SM recapped that this group comprised of the four Deal practices, plus one in Sandwich. Its aim is to improve services to patients.</p> <p><b>Social Prescribers</b> – has gained another member of staff and comprises of five, plus co-ordinator. Since April, they have had 276 referrals from GPs. There are monthly drop-in sessions available and a newsletter.</p> <p><b>Enhanced Access</b> – One year since it started, with a 97% uptake. Spare slots are released daily at 1 pm. It is funded for 52 hours per week but is currently running at 90 hours+.</p> <p><b>PCN Employment</b> – still experiencing great difficulty. Currently interviewing for an Adult Mental Health Practitioner, but other posts are available.  Next meeting November/December.</p>	
<b>Date of next meeting</b>	<p><b>Friday 17 October, 2025, 10:00-12:00, at St Richard's Road Surgery.</b></p> <p><b>*Please note 17 April 2026 meeting to be rearranged.</b></p>	
	<b>Meeting Closed.</b>	