Notes of the Riverside Medical Centre PPG Meeting

**Held on Wednesday 23.8.23**

**Present:**

Emma Wilson Riverside Medical Centre

Janet Eaton Patient Representative

Barbara Chilton Patient Representative

Dorothy Coomber Patient Representative

Sylvia Megson Patient Representative

Joyce Swindlehurst PPG Chair

Kath Brooks Patient Representative

June Price Patient Representative

Denise Chippendale Patient Representative

Lilian Ashman Patient Representative

**Matters Arising**

* **Minutes of last meeting**

Group agreed they are a true reflection.

* **Paige**

Paige Shelton the Care Coordinator introduced herself and her role at the Practice. Paige is here to offer non-clinical help to patients and can provide support in a number of social areas. Patients can request a call or a visit with Paige and the GP’s and Reception can refer to Paige if they identify anyone who would benefit from Paige’s help

* **Dawn**

Dawn from the Live Well Service introduced her role and the Live Well Service. Patients can self-refer for help and support for a range of non-medical issues. The service offers home visits, phone calls or can meet at a suitable community setting if patients prefer. The support package runs for 6 months. They are also running a number of workshops for Chronic Pain, Cancer Support for patients who are post treatment, Managing Fatigue and Mental Health. Leaflets and posters will be put in reception.

* **Seasonal Vaccines**

The Flu season will start again in September. Patients who are eligible will also be able to get their Shingles and Pneumonia Vaccine. Patients will be contacted when clinics open and we are planning on the Saturday Clinics which have been successful in previous years.

* **Phone System**

We will be getting an upgrade to our phone system which will allow patients to cancel appointments. Various other diverts are available but these will be added gradually based on demand. The aim is to reduce phone traffic and waiting times.

* **Online Ordering**

The group discussed repeat prescriptions when ordering online. Confirmed the process for adding any items which are not on repeats or needing early in the note section. These requests will be processed by Reception and passed to a prescriber to issue.

**Next meeting Wednesday 29th November 1pm.**