Notes of the Riverside Medical Centre PPG Meeting

**Held on 27th November 2019**

**Present:**

Emma Haigh Riverside Medical Centre

Barbara Chilton Patient Representative

Sylvia Megson Patient Representative

Joyce Swindlehurst PPG Chair

Janet Eaton Patient Representative

June Price Patient Representative

**Apologies – none**

**Notes from previous meeting -** Agreed

**Matters Arising**

* The telephone message agreed in last meeting has been changed to a new condensed message. Hopefully this will reduce the duration of each phone call.
* A list of GP special interests has been agreed and will be displayed in the waiting room for patient information. Will need to add Jinnan, our Pharmacist. Jinnan’s role within the practice was discussed. Receptionists are now offering reviews (telephone and face to face appointments) with Jinnan for medication queries and reviews.
* Group asked about recent news reports that visiting stopping. Discussed that this has not been agreed upon yet and we have no plans to stop visits at present. Discussed that if decided nationally that GP’s would no longer provide visits to their patients, a visiting service would be adopted so that housebound patients were still able to access care.
* Dr Rishi Dhand has come to work with us for 6 months. He is the Doctor for Leeds United Football Club and is knowledgeable in musculoskeletal issues and performs joint injections. He will be with us until April although we would like to keep him longer.
* Flu injections discussed. There are 2 adult vaccines again this year. The children’s nasal flu programme has experienced problems due to a shortage of vaccines so this has delayed our clinics. The group discussed how the children’s flu programmes primary aim is to reduce children spreading flu to other people, such as grandparents, with clinical risk factors to reduce flu related deaths in older people.
* The group discussed the large number of patients missing appointments. The surgery sends reminder text messages out to patients the night before appointments if they have a mobile number on our system. Some patients book an appointment and then attend the Sit and Wait surgery and forget to cancel their original appointment. Discussed that the receptionist will not cancel an appointment unless a patient requests. Due to the introduction of the Sit and Wait Clinics the number of missed GP appointments has decreased. The majority of missed appointments are now with our nursing team. Group discussed whether a fine could be introduced. Discussed the difficulty in introducing a fine such as difficulty to enforce and patients having genuine valid reasons for missing their appointments. An outstanding fine may also prevent patients from seeking help when they are ill.
* Discussed the displays in reception. Some of the information is out of date. Emma Practice Manager will arrange for staff to update notice boards.

**Next meeting Thursday 23rd January 2020**