**Notes of the Riverside Medical Centre PPG Meeting**

**Held on 12th April 2018**

**Present:**

Joyce Swindlehurst PPG Chair Sylvia Megson Patient Representative

Margaret Shillito Patient Representative Cath Wilson Riverside Medical Centre

June Price Patient Representative

Janet Eaton Patient Representative

**Apologies –** Barbara Chilton Patient Representative

**Notes from previous meeting -** Agreed

**Matters Arising**

* Cath advised that following the last meeting, she had spoken to the staff regarding the utilisation of the Talking Shop and whether it was felt to be successful – the Team advised that it was a great success and that it is being visited by many patients to whom they can deliver low level mental health assistance.
* Cath updated the group on some of the new services to be delivered, including the Early Evening services which the Practice can book appointments in, the introduction of a Pilot for Late Home Visits which the Practice hopes to commence soon. This service is manned by Community Matrons based at the Civic Centre in Castleford. They are able to visit patients who request late visits during the day. The Matrons can manage most Minor Ailments and are prescribers so can issue prescriptions whilst visiting. This is a huge benefit to GP Practices and hopefully will commence in May.
* General discussions took place around the changes taking place in the NHS and how the services we have had in the past will not be available in future as the NHS struggles to cope with the increasing demands of patients. It is important that we embrace these changes and endeavour to encourage self-care where appropriate. Many drugs that have been available may not be in future and many operations with limited outcomes may not be commissioned in future. Cath distributed a leaflet about utilising pharmacies for minor ailments – the group suggested this should be given to every patient – Cath advised it would be available in the waiting room, however, postage costs were prohibitive to sending to each patient.
* Cath advised that the summer newsletter would be due out in June and any ideas for content would be useful.
* Dr Sawa, the new Salaried GP started in February and has settled in well. He is getting many compliments from patients about his manner and thoroughness.
* The Clinical Pharmacy Team have completed their Pilot and have now left. A 2nd phase of the Pharmacy project is now getting gunderway and a new team should be working in the Practice in the not too distant future – there were some very positive comments about the Clinical Pharmacist and her knowledge & competency.
* Family & Friends review over past 12 months was printed with the average for the 12 months period from 1st April 2017 to 31st March 2018 = 91%- this is an excellent result

No other business so the meeting was closed.

Next meeting – **21st June 2018 at 2pm in the Bungalow**