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

**Held on 18th May 2017**

**Present:**

Joyce Swindlehurst PPG Chair

Margaret Shillito Patient Representative Janet Eaton Patient Representative

Cath Wilson Riverside Medical Centre Barbara Chilton Patient Representative

June Price Patient Representative Sylvia Megson Patient Representative

**Notes from previous meeting**

Agreed

**Matters Arising**

* Cath updated the group on the launch of the Extended hours service which will begin in July (most likely to be on the Wakefield side initially) will an anticipated full launch from September. The service will provide additional GP access from 6pm until 10pm daily and 9-3 on Saturdays & Sundays – there will be 2 sites operational, Pontefract Hospital and Trinity Medical Centre in Wakefield – with one triage Hub. Patients will be diverted by phone to the Hub when they ring their own surgery number.
* Joyce gave an update on at the Network PPG meeting she attended and discussed what had taken place during the recent meeting. Joyce advised the group of the positive steps being made to improve access and will be attending the next meeting in July. She advised of the additional clinicians who will be working in Primary care, including physiotherapists, Pharmacists and Pharmacy Technicians. These clinicians will support and compliment current services.
* Cath advised that the Low Level Mental Health Talking Shop will be opening in Castleford shortly providing daily access to low level mental health practitioners, support, leaflets and advice- it will be open seven days per week and no appointments are needed – patients can simply walk in. This is a great step forward and a service which is greatly needed in the locality. The Talking Shop is based on Carlton Street.
* Cath advised the group of the retirement of Sue Longfield, our longest serving member of staff. She also advised that the Practice is looking to recruit a new GP.
* Cath updated the group on an incident which occurred when a patient collapsed in the car park by the front gates and went into cardiac arrest. The practice’s emergency Crash Call was activated and the patient was resuscitated by the staff and the defibrillator used. The patient was transported to hospital and made a full recovery. The Practice carries our annual CPR training of its staff including training in the use of the defibrillator but seldom have to actually perform it so it was extremely rewarding to have actually saved this patient’s life.
* Margaret advised that she will be attending the Wakefield CCG Patient Participation meeting in August
* Cath discussed the Prescribing changes which are being implemented by Wakefield Clinical Commissioning Group. A number of items will no longer be available on an NHS prescription: ***Sunscreen, Creams for unwanted facial hair, Emollients (moisturisers) for dry skin conditions, Camouflage creams for port wine stain birthmarks, Multivitamins (where no specific deficiency has been identified) , Soya & thickened infant formula, Infant formulas (baby mil) for lactose intolerance, Gluten Free products****.* Patients will need to purchase these over the counter in future. The savings made from stopping these items on prescription will ensure that the £1.1 million pounds the NHS currently spends on these items, which are widely available over the counter, can be spent on drugs and treatments that will have much more impact on people’s health.
* Joyce discussed some concerns she had received from a patient regarding the Sit & Wait clinics. The patient suggested a reduction from 5 days per week to 3. This was discussed and the Group agreed that although some days the waiting times are lengthy, there are other days when patients do walk in and are seen very quickly, the Sit & Wait sessions have proven to be well liked by many patients. The number of complaints from patients not being able to get an appointment have reduced significantly, the Friends & Family test results are very positive with 100% of patients who responded to last month’s survey indicating they would recommend the surgery. The Doctors are providing telephone appointments on a daily basis and these are proving to be very well liked by patients as they can receive advice from the GP who can then determine the urgency of access. Cath advised that formal complaints should be directed to the Practice as the Patient Group is not the forum to discuss complaints.

No other business so the meeting was closed.

Next meeting – 27th July 2017 **at 2.30pm** in the Bungalow