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

**Held on 18th November 2015**

**Present:**

Joyce Swindlehurst Joint Chair Janet Eaton Patient Representative

Sylvia Megson Patient Representative Margaret Shillito Patient Representative

Dr Raman Nijjar – GP Registrar . Cath Wilson Riverside Medical Centre

David Travis Patient Representative Laura Ford Health & Wellbeing

**Apologies:**

Pauline Cryer Joint Chair

Barbara Chilton Patient Representative

Sue Merrick Patient Representative

**Notes From previous meeting accepted**

**Matters Arising**

The group were advised that the noticeboards have all now been replaced and the content of the boards is minimalist and look much less cluttered and fussy. Thanks to Sylvia who came in and assisted with the presentation.

Laura Ford asked if she was able to attend the surgery and put up a display focussing on the work of the Health & Wellbeing team and what they have to offer patients. The group agreed that this would be useful

Cath advised the group that Ginny, the telephone triage nurse will be retiring at the end of November and the GP’s had decided to provide a further sit & wait session on Wednesday mornings. On Tuesday and Thursday mornings, the Duty Doctor would be available for telephone triage and telephone consultations would continue to be offered on Monday Wednesdays and Fridays as these were added to the walk in list and dealt with in turn

Cath advised the group that the Practice would be having a Paramedic seconded from the end of January to be trained as an Advanced Care Practitioner. His role will include home visits, minor illness clinics and telephone triage. The post is for 2 years and hopefully at the end of his training will be employed within the Practice as an additional clinician similar to the Advanced Nurse Practitioner

The group were advised that the new system of ordering repeat prescriptions was going well. A few patients were finding it difficult but the practice was assisting them as best it could. New systems always take time to settle and the Practice was happy that the transition hadn’t been too problematic.

Margaret Shillito asked if it would be possible to attend a PPG meeting at another Practice and Cath advised that Pinfold Surgery were more than happy and will forward the dates

Margaret asked for a volunteer to attend the Network meeting in March 2016

Laura Ford attended and gave an update on the work of the Health & Wellbeing Team

MEETING ROOM IN THE BUNGLALOW

Date and time of Next meeting 20th January 2016 @ 4.30