

## **RIVERSIDE MEDICAL PRACTICE**

### **PATIENT PARTICIPATION GROUP**

MINUTES of meeting held at the Surgery on Thursday, 13<sup>th</sup> June 2019

PRESENT. [REDACTED]  
[REDACTED]

APOLOGIES: [REDACTED].

MINUTES OF MEETING. March 14<sup>th</sup> was approved by [REDACTED] and seconded by [REDACTED]  
[REDACTED]

MATTERS ARISING.

New Surgery: We were pleased to be given an update on the new surgery by Aaran and to hear that the necessary paperwork had now finally been completed and hoping to be commissioned in October 2020. It will have different dimensions to those publicised by the Press. Final drawing still not available but more square meterage than the previously planned Bus terminus site. Lots of scope for Care services.

Unfortunately, Tracy Willocks had been forced to tender her apologies due to her suddenly being made a Grannie.

Update on new GP On-line services: Further update from Dr Patel whereby we understand that Dr Harwood is still working on it with regard to logistic enquiries.

Dr Clesham's Retirement: We were fortunate enough to have Dr Clesham in attendance come to the meeting whereby Acting Chair, [REDACTED] presented him with a Book Token in appreciation for his services and support over the years and wished him a long and happy retirement. Dr Clesham thanked us and wished us and the new surgery well for the future.

Poster: It had been commented on that the Posters displayed in the Waiting Area could be made more reader friendly. It was requested that the Surgery Quarterly Newsletter be emailed to members of the PPG that are registered with email addresses. We had to date received no outside interest.

Care closer to home: It was suggested that patients updated themselves by looking at the NHS Website. Currently 6/7 Practices involved. Primary and Secondary Care to reduce Acute Services in the second phase and share resources.

Appointment times: It was commented on with regard to the lengthening of appointment times. Appointments were currently running at three and a half weeks over the last 5/6 weeks. This was due to Locum charges and extended hours being made available.

Evening practices: Have been made available . Marden surgery for weekend appointments and these are to be shared with other surgeries. With regard to extra surgeries and example was give of sixteen slots being made available and seven patients did not show up.

Productive General Practice Project: First Project - Currently an NHS Appointment Funded Project. (Aaran/Faye and Dr Patel involved) which has got to be manageable for both the Surgery and the Patients.

Second Project – Chronic Diseases being managed at home. (Sixty Seven patients short/long term chronic diseases etc.,) being involved.

We were told that three appointments in every twelve are multiple DNA's. We offer telephone Triage and we were encouraged to use the NHS Register your Complaint/Praise facility.

ANY OTHER BUSINESS: It was suggested that we have the Surgery Mental Health Nurse Practioner come along to one of our future meetings. Aaran to arrange.

### AGM

██████████ – Founder Member (Chaired)

It was commented that over the last two/three years we have been occupied with the new premises and ██████████ paid tribute to ██████████ for the many many hours of work that he had put in to getting a new surgery.

██████████ advised the meeting that he would be standing down as Chairman and Secretary.

██████████ agreed to take over the Chairmanship on the understanding that he would not be available in the main for outside meetings due to other commitments with other charities but he would make himself available for any meeting with regard to the new Surgery.

██████████ agreed to be Secretary for the Group and ██████████ would take over the position of Treasurer with ██████████ having relinquished the position to be Chairman.

██████████ thanked ██████████ for the sterling work he had done over the years.

Date of Next Meeting: Thursday, September 12<sup>th</sup> at 6.30 at the Riverside Surgery.