

RIVERSIDE MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP

MINUTES of meeting held at the Surgery on Thursday, 13th June 2019

[REDACTED]

APOLOGIES. [REDACTED].

INTRODUCTION. Amanda Lloyd, Operations Manager, was introduced to us by Aaran. Amanda joined the team last September and works alongside Aaran dealing with Contracts, Human Resources, Operational Duties along with other day to day duties and is au fait with Facebook, Twitter etc.,

MINUTES OF MEETING. November 8th 2018 was approved by [REDACTED] and seconded by [REDACTED].

MATTERS ARISING. We were informed by Aaran. That things regarding the surgery had not moved forward massively but building work had commenced. The Building Case was expected to be signed off in May.

Update on new Premises: An update would be given at the June Meeting regarding Public Consultation, Drafts and Changes. Completion expected May to September 2020. Final drafts end March. The building would consist of Three Floors, 12/13 Consultant Rooms and hopefully an in-house Phlebotomy.

Update on new GP On-line services: An update regarding On-Line GP Services was only briefly discussed due to the fact that the Webinar would appear not to have been trialled by our Group. Neither was Skype Consultation a consideration at this time.

Dr D Clesham's Retirement: It was confirmed that a Book Token would be presented to Dr Clesham at the next meeting (AGM) of a suitable value. Aaran to contact Des to confirm his availability. [REDACTED] to purchase Book Token.

Poster: Response. No response had been forthcoming to the new Poster currently displayed. It was felt that there was general apathy towards volunteering. Amanda would promote through the Website and the Quarterly Newsletter and Aaran would publicise the date of the next meeting and forthcoming meetings in a prominent position within the Surgery.

SURGERY REQUEST: A request had been received from Aaran to replace the Baby Changing Mat at a cost of £119.95. It was unanimously agreed to pay this sum, but it was suggested that these purchases should in future be made after permission having been granted. It was

agreed that a sign would be displayed stating that it had been financed by the Patients Support Group. The Treasurer also pointed out that it was generally felt that they would prefer to purchase something more substantial in the future for the new Surgery.

ANY OTHER BUSINESS: One of our members queried Computer generated reminders e.g. Birth date / Anniversary Check. Aaran gave a quick resume of the difficulty the practice has 'in tagging' and that the Surgery cannot filter attendees and non-attendees. At this point we were advised that Missed Appointments had not been as big a problem of late and the average was currently running at approximately thirty since the introduction of texting and confirmed that a notice advising of Missed Appointments would be reinstated and displayed in a prominent position in the Reception area.

A patient had reported that they had rang out of hours and had been given an appointment at Claremont Bank but we were assured that this was part of the extended hours scheme.

The Christmas Dinner of 2018 was without doubt classed as totally unsatisfactory and [REDACTED] had kindly agreed to source a new venue for next December.

The subject of Care Closer to Home was briefly discussed but we understand that there was no official statement on the subject currently available. Tracy Willocks to give a future update.

The Texting facility was discussed, and we were informed that the CANCEL button alone should be used when not availing yourself of a booked appointment.

We were informed that the POD system was working well with twenty two surgeries having taken it up to date out of forty two practices but the remainder were expected to follow shortly. With a three minute average wait time, three minute talk time and our patients were viewed to be pleasant to deal with compared with other surgeries. Our members were impressed.

AGM 13th June 2019. It was reiterated that [REDACTED] would be standing down and nominations invited. It was suggested [REDACTED] for Chair and [REDACTED] for Secretary but no decision was made and more nominees were invited.

The Acting Chair thanked Dr Patel for his attendance and the meeting closed at 6.30 p.m.

Date and time of next meeting which will be the AGM on Thursday, 13 June 2018 at 6.30 in the Surgery.