**RIVERSIDE SURGERY PATIENT PARTICIPATION GROUP MEETING MINUTES WEDNESDAY 17th April 2024 @6.30pm**

**Riverside Surgery Attendees:**  Dr Neill Bramble – Chair

 Lucy Jones – Practice Manager

 Lysa Ball – Deputy Practice Manager

**PPG Members Attendees:** LR/MB/OA/SA/CF/MD/PT/RB/RB/WS

**PPG Members Apologies:**  SK/SM/SC/AH

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| **Welcome** | * Dr Bramble opened the meeting
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| **Minutes of Previous Meeting 20/9/2023** | * These are agreed and accepted
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| **Matters arising from meeting 17/1/24** | * Surgery Logo – the new logo has now been incorporated into our website and letterheads
* Website – LJ gave a brief overview of the new website and asked for feedback. WS commented on the front page boxes being different shapes and sizes. NB confirmed we were looking into a “ticker banner” to display new topics/promotions. The PCN website is also linked to our website.
* Capacity and Access – GPIP now completed and we have seen an improvement in capacity and access. The 8am spike is reducing since the introduction of dedicated telephone lines for Admin and Nurse Appointments. This information to be added to our website. Confirmed that there was now an option to “cancel” your appointment. PPG felt that the call que system was an effective option.
 | LJ/LBLJ/LB |
| **Surgery Staff Update** | * Dr Herold has now retired and new GP partner Dr David has taken over his list.
* Dr Gohil has now emigrated to Australia and new GP partner Dr Ukorebi has taken on his list.
* We are also joined by an additional salaried GP, Dr Bachi who will help decrease the use of locums and provide more continuity of care.
* We have also employed a new pharmacy technician to compliment the team. Adam Smith will be joining us shortly.
* GP Assistants – NB gave an overview of their role; they are reception based and buddy to duty doctor. They are also training to do ECG/Blood Pressure and phlebotomy.
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| **Covid Boosters** | * Spring boosters are now in progress, these are for Care Home residents, over 75’s and immunosuppressed patients.
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| **Surgery/Service updates** | * Lifestyle Advisor service has now been withdrawn, this was funded by public health and County Council.
* Patient Access will be phased out and patients will be encouraged to use the NHS App which is more user friendly. Online consultations can be undertaken with the NHS App and will also offer a free message service for us. Practice to be more proactive with its promotion.
* NB talked through the results of a recent staff survey which had very positive feedback.
* Cardiovascular Disease – NB gave a brief overview of this and the surgery will focus on this area.
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| **Compliments and FFT** | * A copy of comments from our friends and family test cards was circulated to the group for the period January 2024 – March 2024.
* PPG gave a compliment to our Dispensary Team who they felt were giving a good service.
* PPG member also praised our reception staff for being polite, helpful and positive.
* PPG member gave a compliment to JM our new male receptionist.
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| **Vale PCN Update** | * Joe Icke has now retired, and Kirsty Taylor has taken over as Operational Manager. NB gave a brief overview of the District Health Collaborative. A living well event will be taking place in June 2024 at the Leisure Centre. PCN looking into “roadshow” for secondary schools. NB/LB developing Active Practice Charter which is aimed at improving activity levels for staff and patients. Our PCN PPG rep is MB.
* Riverside Hub is run by Onside and based in the shopping centre.
 | NB/LB |
| **CQC** | * NB asked the PPG members if they would be willing to attend as and when a visit from the CQC is arranged.
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| **AOB*** Reports from secondary care – NB confirmed that we would not receive these results, the results would be sent back to the referring clinician for them to action.
* Long term medications – NB confirmed that in some cases “repeat dispensing” can be approved but patient would still have to collect their monthly prescription.
* New members of PPG – group felt that they would benefit from some younger members and a small discussion took place about how we could attract new members. PPG have offered to do some promotional events for this.
* Allergy Testing – will be carried out for those with a genuine concern but before testing is carried out we would need to know exactly what we are testing for.
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**Date of Next Meeting Wednesday 17th July 2024 via Teams**