Notes of the Riverside Medical Centre PPG Meeting

**Held on Wednesday 9th November 2022**

**Present:**

Emma Wilson Riverside Medical Centre

Joyce Swindlehurst PPG Chair

Janet Eaton Patient Representative

Barbara Chilton Patient Representative

Kath Brooks Patient Representative

Pat Burgess Patient Representative

Dorothy Coomber Patient Representative

June Price Patient Representative

Denise Chippendale Patient Representative

**Apologies – Pauline Cryer and Sylvia Megson**

**Matters Arising**

* **Welcome**

Some new members of the group attended today so a welcome and overview of the PPG were given.

* **New building**

The group had a tour of the new building, and the meeting took place in the new meeting room. The Group discussed the need for extra rooms due to increase in staff and that most GP appointments will now take place in the new build with other roles working in the older building. Quick discussion about the need for a new name for the new wing.

* **Feedback about reception**

Discussed feedback regarding the reception team. Some of the group felt that sometimes the reception were rude. To be discussed with the Reception Team and Office Manager

* **GP Duties**

Long discussion about the role of the GP and other roles within the Practice such as Pharmacist, Advanced Clinical Practitioner, Paramedic etc and how these roles are being integrated into Primary Care and the move away from all problems being dealt with by a GP when other staff or services may be more appropriate. Discussion about educating patients. Demand from patients has increased significantly and primary Care is struggling. Discussed the need to direct patient to the correct service and how all appointments are patient choice. Face to face, video or telephone is offered unless not advised to attend due to contagion, i.e., Covid.

* **Over 75 Health Check**

Discussed the new Over 75 Health Check which is being rolled out soon and offered to patients who do not already attend for any long-term condition reviews. The aim is to increase the health and wellbeing of this age group.

* **NHS Health Check**

We discussed the difference between the over 75 health check and the NHS Health Check. The NHS Health check is offered to patients between 40 and 74 who have not yet had a cardiovascular risk assessment. The purpose being to calculate the individual risk of the patient having a heart attack or a stroke within the next 10 years to enable preventative measures to be taken for those at high risk.

* **Long term conditions**

The group discussed Long Term Condition reviews, and many felt that these were very good and overall there was positive feedback. Discussed the change to month of birth for annual reviews of long-term conditions to avoid confusion and duplication.

**Next meeting Wednesday 8th February 2023**