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

**Held on 25th September 2019**

**Present:**

Emma Haigh Riverside Medical Centre

Pauline Cryer Patient Representative

Sylvia Megson Patient Representative

Joyce Swindlehurst PPG Chair

Janet Eaton Patient Representative

June Price Patient Representative

**Apologies – none**

**Notes from previous meeting -** Agreed

**Matters Arising**

* Long Term Conditions (LTC) update: Starting in 2020 annual reviews will take place during patient’s month of birth. The Practice Nurses have started to inform patients of this. Each patient should receive a tailored letter detailing who they should see and how long the appointment should be. Hopefully this should avoid multiple appointments; duplications and help patients remember when their reviews are due.
* Emma discussed new appointments system. Changed agreed by Doctors due to concerns over waiting times. New system will provide on the day access and allow flexibility for the Doctors to see complicated patients who require more than 10 minutes. Like the current sit and wait arrangements, patients will be added to a list. This is broken down into 30 minute segments so patients now have an estimated time they will be seen. Patients will be able to book into these slots over the phone and will be able to go and come back at their allocated time. The new system was created in response to patient concerns about lengthy waiting times.
* A discussion took place around the current telephone message which everyone thought was rather lengthy and could be improved upon. Group agreed that current message too long and expensive for patients on mobile. Alternatives discussed and group decided on option 2 (attached) with some amendments. Hopefully this should decrease length of calls.
* New NHS App discussed. This operates the same as the current online system offered. Only available on android phones. Currently no desktop version. The App will allow patients to book appointments online and order prescriptions. There is also a link to a symptom checker which will direct patients to the NHS choices website.
* The Group asked if it was possible to have a list of the special interests of each GP displayed in the surgery. All GP’s are generalists but some have special interests. A list of interests has been drawn up to be displayed in the reception area.
* A discussion took place about the online appointments. Next appointment over 1 month away. The advance appointments are very popular and unfortunately sometimes booked inappropriately. The advance bookings also have the largest number of patients not attending. Hopefully the new appointment system will have a positive impact on the number of advance appointments as patients will no longer book them to avoid the walk in clinic.
* The one problem, one appointments issue was discussed. Due to time constraints it is difficult to discuss multiple issues in one appointment as this has an impact on other patients waiting. Concerns raised by the group that that patients may not know which issue is the most urgent or if symptoms related. Advised to inform Doctor of all symptoms and they can focus on most urgent and treat as a whole.
* ID checks in hospital discussed. A member of the group knew of someone who had to provide identification when attended hospital in London. Emma unaware of any plans to introduce this in our area.
* Influenza vaccinations have started. Discussed the problems last year with supply with the supply due to World Health Organisation (WHO) advising vaccine change. The separate vaccines for those aged over 65 is still continuing.
* Primary Care Home (PCN) discussed briefly what it is. How it allows collaboration between GP practices and ability to share resources.
* As there was no other business, the meeting was closed.
* Next meeting – Wednesday 27th November 2019 at 2pm