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

**Held on 16th June 2016**

**Present:**

Joyce Swindlehurst PPG Chair

Sylvia Megson Patient Representative Margaret Shillito Patient Representative

Lynda Ellis Patient Representative. Barbara Chilton Patient Representative

Janet Eaton Patient Representative Cath Wilson Riverside Medical Centre

Maggie Clowrey Patient Representative June Price Patient Representaive

Apologies none

**Notes from previous meeting**

Agreed

**Matters Arising**

The group discussed the possibility of an on-going rolling programme of ‘Hot Topics’ for the month. Cath explained that generally each month the NHS and other organisations have different health topics such as Stoptober (stop smoking month in October), Movember (mens health in November) etc. and whether the Practice could look to have a monthly theme coinciding with the National monthly theme..

Action – Cath to find out the monthly themes and update the notice boards (Sylvia happy to help

Discussion took place around the continued problem of patients failing to attend pre-booked appointments, although the figures are improving slowly there are still large numbers of patients who are still failing to attend. The Walk in sessions have made an improvement as patients can be seen every day without an appointment but the group expressed concerns. Cath suggested that instead of displaying the number of DNA’s alone, perhaps by adding on the cost of DNA’s this may have a bigger impact. The numbers of DNA’s displayed are simply the number of patients, in reality; some of these appointments can be up to 45 minutes in duration. Cath advised that there are still occasions when appointments are booked on the day and still patients do not attend. The cost of Locum GP’s is increasing with the current average being over £100 per hour (6 patients)

Action – Cath agreed to calculate the cost of DNA’s to the Practice over the past month and bring to the next meeting

The Group welcomed Maggie Clowery a new member who was invited to join us by Dr Nayyar. Maggie also volunteers as an Expert Patient advisor. Maggie gave a short talk on the Expert Patient Programme (EPP) and how joining the EPP had made a significant change to her life. She discussed her chronic problems which had been causing her difficulties in coping with severe pain and mobility problems and how by engaging in the EPP, she had been given health information, help form professionals at the EPP and tools and techniques to help her to cope with a potentially disabling condition. She now teaches others as an EPP tutor and finds that most patients who join the programme feel it is an excellent way of managing their conditions to help them live a better life. She encouraged anyone with a chronic disease to consider joining the programme. Maggie also suggested coming into the surgery to talk to patients win the waiting room which all agreed would be a great idea.

Action – Maggie to liaise with Cath for dates to attend

Network Group Meeting – Margaret gave the group feedback from the recent Network Group meeting

Next meeting – 18th August 2016 @ 2pm