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

**Held on 16th March 2017**

**Present:**

Joyce Swindlehurst PPG Chair

Margaret Shillito Patient Representative Janet Eaton Patient Representative

Cath Wilson Riverside Medical Centre Barbara Chilton Patient Representative

Apologies: Sylvia Megson Patient Representative

**Notes from previous meeting**

Agreed

**Matters Arising**

Cath gave the group a demonstration on the computer on how the Care Navigation templates should work in practice when implemented later in the year. All the Reception staff had been on Care Navigation Training and were now certified to use it and the recent newsletter included information about Care Navigation and an explanation as to why the Reception staff asked questions.

She demonstrated how the Reception staff will be able to use the templates to signpost patients who contacted the surgery to appropriate healthcare providers such as Pharmacists, opticians, dentists etc when the patients contact the surgery. Discussion took place around the length of time this may take – Cath advised that the computer being used to demonstrate today was much slower than the computers used in reception but acknowledged that it could be a time consuming task but as the Sit & Wait sessions actually decreased the actual number of phone calls taken each day that this may be more beneficial to those who do phone for advice.

Barbara expressed concerns that patients may not be able to see their GP if they wanted to and Cath advised that if a patient expressed a preference to see the GP rather than follow the advice given from the Care Navigation route they would be directed to the GP to triage.

Cath advised that the plans for roll out of the extended hours scheme discussed at the previous meeting were going ahead and the plans are for this to be implemented over the next few months.

* Cath advised that the Walk in Centre in Wakefield was to remain open, (there had been some concerns that it was to be closed) and the contract extended.
* Cath advised that Sue Longfield, our Practice Nurse Manager was retiring in May and that Elly would be taking on the role of Nurse Manager, the Practice was still exploring options on how to replace Sue.
* Cath advised that Andy Smith our Trainee Advanced Care Practitioner was leaving in May also- he has sadly decided to leave the NHS.
* Margaret gave an update on what was happening at the Wakefield CCG PPG meetings she attends and discussed what had taken place during the recent meeting. She felt a little disheartened after attending the meetings and felt as if there was little scope for input into the decisions which were being made by the CCG without true consultation with the PPG representatives.

No other business so the meeting was closed.

Next meeting – 18th May 2017 at 2pm in the Bungalow