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

**Held on 24th November 2016**

**Present:**

Joyce Swindlehurst PPG Chair

Margaret Shillito Patient Representative Janet Eaton Patient Representative

Cath Wilson Riverside Medical Centre June Price Patient Representative

Sylvia Frobisher Patient Representative Alan Frobisher Patient Representative

Apologies: Barbara Chilton

**Notes from previous meeting**

Agreed

**Actions from the last meeting**:

Joyce asked whether there had been any thoughts on where to move the automated BP machine – Cath advised the they layout of the waiting room was not ideal as there was no realistic alternative – she will consider whether it can be moved to one of the small side rooms in the doctors corridor but has some hesitancy as the walk in patients may think people are jumping the queue. It needs further consideration and appropriate signage.

Joyce asked whether the Practice had managed to get some Organ Donor Cards – Cath advised there were some flyers to advise patients on how to register for Organ Donation and how to get a card.

Text messaging – Joyce asked whether patients kept the phone details updated at the surgery and Cath advised that often they were not advised when numbers changed and sometimes this only came to light when we had tried to contact a patient. The Practice will highlight the responsibility of updating the Practice with correct details.

Joyce expressed her thanks to the Medicines Team who attended the last meeting and highlighted the importance of the changes being made to Repeat Prescriptions – Cath assured the group that the elderly and vulnerable patients were being flagged as being able to continue with this service to ensure they are not disadvantaged.

**Matters Arising**

* Some concerns were raised during the meeting about the Walk in Sessions and how difficult it was to make an appointment – Cath explained the rationale behind the walk in sessions and advised that patients could ask for telephone consultations if they found the walk in sessions difficult to attend. Sylvia advised that workers find it difficult and have to take time off work to attend which can cause problems – Joyce advised that employers should allow their staff time to attend for doctors and hospital appointments. A long discussion took place around access and how to address the growing demands being made on General Practices. Cath advised that a lot more work that has previously been carried out in Secondary Care is now being moved to Primary Care and that the implications of this means GP’s are having to look at different ways of meeting demands and in future the types of staff who will be needed to meet this ever increasing demand. She explained how this had been addressed in Wakefield where a Triage Hub was used to assess all appointment requests and appropriate signposting was made to pharmacies, physiotherapists, dentist, opticians etc. Although this type of service is not in place locally, this may be how it is addressed in future, with groups of Practices working together to provide this type of service provision.

Discussions took place around the need for patient education in managing self-limiting conditions without always coming to the GP, however it was felt that sometimes information on the TV can cause confusion about when you should or shouldn’t see a GP.

Joyce suggested that it would be interesting to compare demand from last year to this and see if it had increased – Cath will prepare some information for the next meeting.

* Margaret gave an update on what was happening at the Locality PPG meetings she attends and advised that all PPG’s work differently. Some groups are very active in having input into social events such as knit & natter groups and the like, others are more like our Group where the group are kept updated with developments and feeding back to patients they have links to.

It is clear that there are a significant number of social organisations in and around Castleford and it was felt that this was not really necessary.

* Joyce asked Cath to change the colours on some of the scrolling messages on the call screen as they were difficult to see with the lilac background

No other business so the meeting was closed.

Next meeting – 26th January 2016 at 2pm in the Bungalow