Notes of the Riverside Medical Centre PPG Meeting

**Held on Wednesday 17th September 2022**

**Present:**

Emma Wilson Riverside Medical Centre

Joyce Swindlehurst PPG Chair

Sylvia Megson Patient Representative

Janet Eaton Patient Representative

Barbara Chilton Patient Representative

Kath Brooks Patient Representative

**Apologies – Pauline Cryer**

**Matters Arising**

* Welcome back

This is the first PPG meeting since the Pandemic.

The group discussed the changes within the Practice and the infection control in place currently. Dr Lazerrini started her maternity leave in April. Dr Higgins retired in March.

* Bungalow

The old bungalow was demolished in January 2022 and a new extension containing 6 new clinical rooms and a waiting room has been built on site. The GP’s will be moving into the new rooms once the building work is complete. Patients can enter through a separate entrance and mark themselves in. Discussed a tour during next meeting once site safe.

* Jinnan

Jinnan our Clinical Pharmacist has now completed her training as an Advanced Clinical Practitioner (ACP) and is now able to consult with patients for any problem. Some members of the group have spoken with Jinnan and praised her knowledge.

* Staff giving names

The group discussed whether staff members should give their names when speaking to patients over the phone. We have had some recent discussions with staff and agreed that they can refuse to give their names if they feel uncomfortable. Staff have raised safety concerns and negative comments on social media. Discussed with the group that staff names only need to be known so that staff can be identified if needed, i.e., due to complaints. The surgery has recorded calls and recorded computer access so I can identify staff members when needed.

* Covid

The group discussed the recent pandemic and the impact this has had on healthcare. The group discussed the measures which were put in place such as telephone appointments, to reduce the spread of infection and maintain social distancing within the Practice. The Practice has now returned to pre-pandemic measures and appointments are booked based on patient choice. Appointments open daily at 8am and 1.30pm and patients can complete the online consultation form to access a clinician.

* Hannah

The group discussed Hannah Cowley our new Pharmacist who can offer telephone consultations for queries and medication reviews. Hannah will hopefully be back in surgery seeing patients face to face once the new build is completed and we have extra rooms.

* Well Pharmacy

The group discussed issues they have had with the Pharmacy. Discussed how the Pharmacy is private and not connected to the surgery other than occupying the same care park. The previous Pharmacist Sharon moved to another Pharmacy earlier this year after over 20 years.

* GP roles

The group wanted to discuss the GP’s at the surgery and their specialities. We discussed that all GP’s were generalists, but that some GP’s had special interests or performed enhanced services. Our Reception Team will ask the reason for the appointment in order to book patients with the most suitable member of staff. The group requested a list of the GP’s and special interests. This will be prepared for next meeting.

The group discussed the Structure of the Practice. 4 GP Partners, 4 Salaried GP’s and Jinnan (ACP). 2 Registrars completing their GP Training and a Paramedic on 6-week rotation. Hannah Pharmacist and Emma Pharmacy Technician. The group discussed a usual GP Day and how this was between 11-12 hours per day in Practice, so a GP working 3 days per week was working 36 hours per week not including work completed at home.

**Next meeting Wednesday 9th November at 1pm**