Notes of the Riverside Medical Centre PPG Meeting

**Held on Wednesday 26.02.2025**

**Present:**

Emma Wilson Riverside Medical Centre

Janet Eaton Patient Representative

Dorothy Coomber Patient Representative

Barbara Chilton Patient Representative

Joyce Swindlehurst PPG Chair

Kath Brooks Patient Representative

Sylvia Megson Patient Representative

Pat Burgess Patient Representative

Susan Elliott Patient Representative

**Apologies:**

June Price Patient Representative

Denise Chippendale Patient Representative

**Matters Arising**

* **Minutes of last meeting**

Group agreed they are a true reflection.

* **Pharmacy First**

The group discussed the scheme which encourages patients to seek help from the Pharmacy for common conditions. The pharmacy are now able to issue NHS prescriptions for common conditions including urinary tract infections in females and children’s ear infections. GP Practices are also encouraged to refer patients to this service. The hope is that this will free up GP appointments for more complex issues if the pharmacy provide support by seeing the common easily treatable conditions. This has previously been hard to introduce in our area due to the number of patients who do not pay for their prescriptions. The scheme has been more successful since the introduction of NHS prescriptions being issued by the Pharmacy.

* **New GP**

Dr Cho is leaving the Practice at the end of February. We wish her well on her travels. We have a replacement GP who has started this week. Dr Buckley who will be working Monday to Wednesday each week.

* **Covid spring boosters**

Have been announced to start in February. They will be offered to patients over the age of 75 and those who are immunosuppressed. Note the age increase from 65 that were offered in Autumn. All patients will be contacted to book an appointment once the vaccines have a confirmed delivery date.

* **New Deputy Practice Manager**

The Practice has employed a Deputy Practice Manager who will manage the day-to-day queries. Katie will be attending future meetings, so the meeting time has been moved to 12 o’clock start to allow for her to attend.

* **Call back**

Confirmed that we had a callback option on our phone system which is offered to patients waiting over 5 minutes. Once a call back is selected, the patients place in the call queue is protected and the patients will get a call back when a receptionist is next available.

**Next meeting Wednesday 21st May at 12 o’clock**