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

**Held on 18th April 2019**

**Present:**

Margaret Shillito Patient Representative

Cath Wilson Riverside Medical Centre

Barbara Chilton Patient Representative

Sylvia Megson Patient Representative

Elly McGraw Practice Nurse Manager

**Apologies**

Joyce Swindlehurst PPG Chair

Janet Eaton Patient Representative

June Price Patient Representative

**Notes from previous meeting -** Agreed

**Matters Arising**

* Elly McGraw – Practice Nurse Manager – Long Term Conditions update: Elly attended the meeting requesting the PPG advice on the Nursing Staff’s invitation letters that are sent out to patients who are due or overdue their Long Term Condition review – Unfortunately more and more patients are not attending their annual reviews and this can be detrimental to their health. The nursing Team have re-written their invite letters and asked the Group to offer their thoughts and opinions for improvements if necessary – the questions Elly asked were: was the language easy to understand and was there enough information provided to advise of the importance of the reviews. Each Chronic Disease invite letter was reviewed and comments and suggestions made. This review generated lots of discussions around the table and amendments made to some of the invite letters.
* Elly also discussed the NHS Healthchecks on offere to patients aged 40-74 years of age and why these reviews were being offerd. The NHS is aiming to prevent disease by offering these screening checks to the eligible cohort of patients and identify any warning signs or symptoms before they can cause health issues.
* A suggestion was made about providing the GP’s with a small handout for the patients to hand into reception when needing patients to book for further investigations and follow ups – this would ensure the patient was able to book a follow up appointment with a GP without any problems. It was agreed that this would be very useful and Elly would add an extra ‘tick box’ to the GP slip to enable this to happen.
* Cath discussed the issues that have arisen from the ‘Sit & Wait’ sessions and that the GP’s have decided that this needs a total overhaul to see if a more suitable solution can be found to manage the increasing workload – Cath explained that the numbers of patients attending the morning sessions meant that the GP’s were in consultation with patients for almost double the amount of time they were in the past and that this was having a knock on effect to the working day and their ability to manage the daily workload as they often were working straight through the day without a break. This is not sustainable and is leading to frustration and burn out. A number of options are available and Cath advised that she would be looking to the PPG to assist in the development and marketing of a new system as and when a decision has been made on how to progress the issue.
* As there was no other business the meeting was closed

Next meeting – Thursday 27th June 2019 at 2pm – This is the final meeting for Cath as she is retiring at the end of June so she will provide nibbles and drinks as a thank you to those patients who have been involved in the PPG over the last few years. The New Practice Manager, Emma Haigh will be taking over from Cath and the Group will hopefully have an opportunity to meet her.