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

**Held on 26th January 2017**

**Present:**

Joyce Swindlehurst PPG Chair

Margaret Shillito Patient Representative Janet Eaton Patient Representative

Cath Wilson Riverside Medical Centre June Price Patient Representative

Barbara Chilton Patient Representative Sylvia Megson Patient Representative

Apologies: Maggie Clowrey

**Notes from previous meeting**

Agreed

**Actions from the last meeting**:

BP Machine – it was agreed that the current layout of the waiting room did not lend itself to moving the BP machine as no alternative site or area suitable

Text messaging – Joyce asked for an update on whether patients were encouraged to update their details – Cath advised that a notice has been added to the Call screen asking patients to let us know of any changes, she is also sending out text messages to patients asking them if they have computer access to complete a Clinical Update form and send it in electronically and this has had quite a positive uptake so far.

**Matters Arising**

* Some concerns have been raised about the Walk in Sessions by patients who work and also a number of concerns have been received by the Practice, including a patient who attended one morning who gathered patient signatures to ask the Practice to provide a shelter and seats for those patients who arrive before the surgery is open.

Long discussions took place around the Walk in sessions and the difficulties of meeting demand which has increased significantly over the past few years. Mondays and Tuesdays remain the busiest days and waiting times can be quite lengthy, however, the Group members were in agreement that this service meets the needs of the majority of patients and there were a number of alternatives available for those who found it difficult- namely telephone consultations, same day bookings for the afternoons (although limited) and advanced bookings for non-urgent needs.

With regards to the Practice providing a shelter and seats, this was not felt to be necessary. If patients chose to attend before the surgery opens then they can wait under the canopy (the Practice has already moved the bicycle stand to allow this) and the Group were firm that the Practice should not have to alter staff hours to cover the reception for those who arrive before the actual opening times which is clearly defined as 8am.

* Discussion took place regarding the changes that are currently taking place with regards to Extended Hours service including 8am till 8pm and seven day working which the Government has decided needs to be implemented. The Group discussed the implications and Cath explained what was happening locally to try to bolster additional services – there are currently a number of weekend appointments available to our patients and those patients of a number of local Practices who have come together and formed a Federation. These non-urgent extended hours appointments are released on Thursday evenings at 4pm and staff can book patients into these appointments (which are provided from PGI) the uptake is really positive and 99% of the availability is being utilised.

There are a number of measures that Practices and Wakefield CCG are currently exploring to ensure we are able to meet the requirements for extended hours for non-urgent demand and also to improve urgent care access too. It is hoped that by trying to shape services ourselves we can shape the services to meet the needs of the Patient population in ways that are manageable to Practices without reducing in-hours services. .

* Margaret gave an update on what was happening at the Locality PPG meetings she attends and discussed some issues around the Prescribing of Generic medications which although are the same in terms of their medical content may not be the same quality when used by the patient.

No other business so the meeting was closed.

Next meeting – 16th March 2017 at 2pm in the Bungalow