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

**Held on 27th July 2017**

**Present:**

Joyce Swindlehurst PPG Chair Sylvia Megson Patient Representative

Margaret Shillito Patient Representative Cath Wilson Riverside Medical Centre

June Price Patient Representative

**Apologies**

Barbara Chilton Patient Representative

Janet Eaton Patient Representative

**Notes from previous meeting**

Agreed

**Matters Arising**

* Cath updated the group on the delayed launch of the Extended hours service which will now commence in September – the delays have been caused by some contractual issues
* Joyce gave an update on at the Network PPG meeting she attended prior to this meeting which included information about the delayed Extended Hours service and what is likely to be included (routine consultations up till 8pm then emergencies till 10pm) and the identified venues (PGI, Trinity Medical Centre + one other venue to be confirmed). She discussed the Pharmacist in GP scheme and Cath elaborated on what has been arranged – RMC is due to have a full time Pharmacist on post soon who will be able to see patients and carry out Medication Reviews with patients as part of the role, a Band 6 Pharmacy Technician who is being seconded from the CCG starts on Monday 31st July and will be involved in upskilling practice prescribing staff as well as reviewing prescribing procedures among the local practices to ensure conformity. There is still a vacancy for a Band 5 Technician whose role would be to concentrate on cost effective medication switching.
* Cath updated the group on the Low Level Mental Health Talking Shop has now opened and will be providing daily access to low level mental health practitioners, support, leaflets and advice- it is open seven days per week and no appointments are needed – patients can simply walk in. The Talking Shop is based on Carlton Street and Cath suggested members of the Group should visit to see what is on offer.
* Joyce discussed some literature she had received from the Wakefield District Sight Aid Organisation. The leaflets were reviewed and the Group felt it would be useful to send some of the information out to our Vision Impaired patients – Cath to identify and see if the numbers will permit a mail shot.
* Cath & Joyce discussed a request for patients to participate in a survey by Health watch to look at the current service provision at Pontefract Infirmary – Cath encouraged participation and advised that members of Health watch would be attending the surgery on a couple of mornings to speak to patients and hopefully get some surveys completed.
* Margaret advised that she will be attending the Wakefield CCG Patient Participation meeting in September
* The Group asked if there had been any fallout from the changes to prescribing – Cath advised that she had a couple of conversations with patients but overall the changes had not caused any real issues so far.
* Sylvia asked to make it known that she felt the reception team were very friendly, knowledgeable and informative- she wanted it to be known that despite them doing a very difficult job, they carried out their duties really well – this was echoed by the Group – Cath thanked them for these comments and advised she would feed back to the Doctors and staff.

No other business so the meeting was closed.

Next meeting – 28th September at 2pm in the Bungalow