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

**Held on 21st June 2018**

**Present:**

Joyce Swindlehurst PPG Chair Margaret Shillito Patient Representative Cath Wilson Riverside Medical Centre June Price Patient Representative Barbara Chilton Patient Representative Terence Buxton Patient Representative

**Apologies –**Janet Eaton Patient Representative, Sylvia Megson Patient Representative

Welcomes to new member, Terence Buxton

**Notes from previous meeting -** Agreed

**Matters Arising**

* Clinical Pharmacy in General Practice – Joyce asked whether the new team were in place and how they were getting on – Cath advised that the new team is in place, however, this year the teams were being deployed to practices with the greatest needs initially. Although the team is in place, Riverside hadn’t had any contact or input as yet.
* Terence discussed some kind of support group for patient with long term conditions such as diabetes – he felt it would be really beneficial for the surgery to hold group meeting periodically with similar patients where they could receive support and advice from the nursing team. – Cath will put the suggestion to our Nursing Team.
* Margaret explained that she had attended a meeting recently where the CCG put forward what was happening with the Networks and how the organisation named Conexus was connected – Cath gave a brief explanation of how Conexus was an umbrella organisation whose overarching responsibility was to provide commissioning support to all the individual networks in order to ensure that we can keep services local, support networks and practices and enable collaboration on particular issues for the benefit of our patients – one example is the GP Care Wakefield project which provides Extended Hours services during the week so patients can see a GP or Practice Nurse and also at weekends. There are other projects in the pipeline which will ensure we can support each other and keep services local.
* Barbara asked about the qualifications of our reception team and whether they should be giving out test results – she gave an example of a patient who was advised by receptionist that her X-Ray was fine but when she saw the GP he offered referral to secondary care - Cath advised that the Reception staff would provide the script that the GP had noted on a test result. She explained that the X-ray may have been fine but the GP may have decided to refer – sometimes it is a process of elimination when tests are requested, the GP will be looking to exclude various things and when this has been done, may choose to refer for specialist opinion when all other investigations are normal.
* Margaret advised the group about the Walking Group and June advised that the Nordic Walking Group was still going – she will provide up to date leaflets for the waiting room.
* As there was no other business the meeting was closed

Next meeting – September 13th at 2pm.