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

**Held on 16th  September 2015**

**Present:**

Joyce Swindlehurst Joint Chair Susan Merrick Patient Representative

Sylvia Megson Patient Representative Margaret Shillito Patient Representative

Barbara Chilton Patient Representative Janet Eaton Patient Representative

Mary Hough Patient representative Lynda Ellis Patient Representative.

Cath Wilson Riverside Medical Centre Doctor Higgins

Visitors Robin Leese & Terry Waite (Methley Surgery)

**Notes From previous meeting accepted**

**Matters Arising**

Recovering notice boards not yet started, awaiting Castleford Upholstery; Sylvia Megson will be contacted by Cath when fabric samples are available to choose from.

Screen Check in appears to be working well at new site

Change in direction of chairs and appointment display board means there are less chairs which could be a problem on Monday and Friday open surgeries. Discussion took place regarding the books sold to raise funds for the hospice. Cath suggested that the circular stand could be replaced by a book case which would give more space. Patients are still sitting in the corridor, it is hoped that over time this will reduce when they get used to the new layout. We possibly need a notice on the doors which open into the corridor.

News Letters given to the group last month were discussed, agreement on preferred style agreed. Topics to be included should reflect what was considered important information at the time of publication i.e. Flu clinics, Number of patients removed from the list for failing to attend appointments and changes to service provision.

Medical Defence Organisations will no longer cover errors made during telephone ordering of prescriptions. The issue will be raised at local networking meeting to see how other practices are dealing with the issue. Dr Higgins agreed that withdrawing the telephone service may be a problem for some patients but the practice may have no option. A possible benefit will be the opportunity to use the phone line for patients cancel appointments.

Date and time of Next meeting 14th October 2015 4.30