Notes of the Riverside Medical Centre PPG Meeting

**Held on Wednesday 21.05.2025.**

**Present:**

Emma Wilson Riverside Medical Centre

Katie Kendall Riverside Medical Centre

Janet Eaton Patient Representative

Barbara Chilton Patient Representative

Joyce Swindlehurst PPG Chair

Kath Brooks Patient Representative

Sylvia Megson Patient Representative

Pat Burgess Patient Representative

Susan Elliott Patient Representative

June Price Patient Representative

Denise Chippendale Patient Representative

Bernard Underwood Patient Representative

**Apologies:**

Dorothy Coomber Patient Representative

**Matters Arising**

* **Minutes of last meeting**

Group agreed they are a true reflection.

* **Introduction of new Deputy Practice Manager**

Katie Kendall introduced herself and her role as Deputy Practice Manager. The group were made aware that Katie may be attending meeting in future rather than Emma.

* **New HCA**

The group were updated on the new Healthcare Assistant Claire who will be working three days per week offering Healthcare appointments and joining our current two Healthcare Assistants. Claire’s role replaces a Nurse who retired.

* **Screening**

The group discussed the various NHS screening that are currently available and the potential Prostate Cancer Screening which may be coming soon. The Group agreed the benefits of screening and that the Screening Services were managed separately from Primary Care, i.e. invites sent externally.

Joyce mentioned a Well Women Check that she had heard about in another area. Advised currently not something we offer, discussed how different ICB’s set out their priorities. Ours is Suicide Prevention as Wakefield has a higher-than-average suicide rate compared to the rest of the country.

There was a feeling in the group that not much is offered to the over 80’s. Susan mentioned an exercise group she is involved in and offered to bring in a poster to advertise. Discussed other community led groups which sadly we do not always find out about in Primary Care.

* **Tests Results**

We discussed receiving tests results and the process. The group were informed that the administration staff contact patients to arrange repeat tests, pass on messages and arrange appointments with the Clinicians to discuss test results, but they are unable to explain results or elaborate further. They can only pass on information already provided by the GP as they are not clinical so cannot interpret results. Patients are encouraged to discuss with a clinician if they have any concerns.

* **DNA’s**

We discussed the high number of missed appointments we are experiencing. We offer a cancellation service on the phone; patients can cancel via email and in person. We send reminders for appointments the night before and all patients with a mobile get a message when they miss an appointment. The group discussed the missed appointments and agreed that the Practice was doing all it could to remind patients of their appointments.

**Next meeting Wednesday 27th August at 12 o’clock**