Notes of the Riverside Medical Centre PPG Meeting

**Held on Wednesday 24.5.23.**

**Present:**

Emma Wilson Riverside Medical Centre

Janet Eaton Patient Representative

Barbara Chilton Patient Representative

Dorothy Coomber Patient Representative

Sylvia Megson Patient Representative

**Apologies**

Joyce Swindlehurst PPG Chair

Kath Brooks Patient Representative

June Price Patient Representative

Denise Chippendale Patient Representative

Lilian Ashman Patient Representative

**Matters Arising**

* **Minutes of last meeting**

Group agreed they are a true reflection.

* **Jinnan**

Jinnan attended meeting to discuss her role as ACP and Pharmacy background. Jinnan is known to many of the PPG who have had consultations with Jinnan previously. Also discussed our Clinical Pharmacy Team and how they can help. We also discussed our Care Co-ordinator Paige, and the group would be happy for Paige to attend and talk through her role in a future meeting.

* **Test results**

The group had a brief discussion about tests results and were advised that all results are returned to the requester. If bloods are requested by the Consultant, the results are returned to them.

* **DNA’s (did not attend)**

We discussed and reviewed our DNA procedure and letters and asked the group how we could improve. The group felt that the number of missed appointments was not acceptable but felt that the Practice were doing all they could and were happy with the letters we sent and had no suggestions for improvement.

* **Updates**

Dr Lazzerini has now returned from maternity leave to her previous sessions of Thursday and Friday

We have a Paramedic called Andy who will be starting a 11-week training placement and will start seeing his own patients.

We have our 2 GP registrars leaving in August and we will be getting 2 new Registrars on 6 months placement.

We are no longer providing cold therapy for warts and verruca’s. This service is no longer commissioned, and the treatment is available over the counter.

Adele the Trainee Mental Health ACP will be starting her training with us in July. Adele will be working Fridays and seeing patients like an ACP until she completes her training. She will then be available to see patients with low level mental health issues.

**Next meeting Wednesday 23rd August 2023**