Notes of the Riverside Medical Centre PPG Meeting

**Held on Wednesday 28.02.24**

**Present:**

Emma Wilson Riverside Medical Centre

Janet Eaton Patient Representative

Barbara Chilton Patient Representative

Dorothy Coomber Patient Representative

Sylvia Megson Patient Representative

Joyce Swindlehurst PPG Chair

Kath Brooks Apologies

June Price Apologies

Denise Chippendale Apologies

Lilian Ashman Apologies

Patricia Burgess Apologies

**Matters Arising**

* **Minutes of last meeting**

Group agreed they are a true reflection.

* **Website**

**During our last meeting we reviewed the practice website and agreed some improvements could be made. All the suggested changes have been completed and we will review again at a future meeting to continually monitor using visitors data.**

* **PATCHS**

**The group discussed the online consultation option available to patients. The group felt that older patients may miss out if they don’t have smart phones or computers. Reassured the group that we were not changing how patients can contact the Practice but instead adding an online option for those who can use this which will decrease phone traffic which will benefit patients who contact us by telephone.**

* **Private hospitals**

**One of the group asked if we could refer to private hospitals for NHS procedures. Advised that some private hospitals do accept referrals for NHS patients and the hospitals available to patients will be listed on their choose and book referral. The patient then chooses which hospital they would like to attend and books their appointment themselves. Private hospitals do have an eligibility criteria so these hospitals may not appear for every patient.**

* **NHS**

**The group discussed how lucky they felt to have the NHS as many acknowledge the huge cost they would face for treatment and medications should the NHS cease.**

* **Updates**

**Spring Covid boosters starting in April for over 75 and those who are immune suppressed. All eligible patients will be contacted.**

* **Pharmacy**

**The group discussed that some Pharmacy’s now send prescriptions away to a hub. Discussed how Pharmacy’s are private businesses and many have central hubs where larger amounts of medication are stored as space will be limited on site to keep the amount of different medications needed. The chemists are responsible for advising patients when their prescriptions will be ready to collect.**

**Next meeting Wednesday 22nd May changed to later start time of 2pm.**