Notes of the Riverside Medical Centre PPG Meeting

**Held on Wednesday 8th February 2023**

**Present:**

Emma Wilson Riverside Medical Centre

Joyce Swindlehurst PPG Chair

Janet Eaton Patient Representative

Barbara Chilton Patient Representative

Kath Brooks Patient Representative

Pat Burgess Patient Representative

Dorothy Coomber Patient Representative

June Price Patient Representative

Denise Chippendale Patient Representative

Sylvia Megson Patient Representative

Lilian Ashman Patient Representative

**Matters Arising**

* Minutes of meetings

The group decided they would like minutes of meetings posted out to those in attendance. Minutes also available via the Practice website.

* Registrars

The Practice has two new GP Registrars joining the Practice from 13th February. Registrars are fully qualified Doctors who are undertaking their GP training. Dr Olamide and Dr Sethi will be here until August.

* **Pharmacy**

The group discussed some issues they were having with a local pharmacy. Urgent prescriptions not being completed and trouble contacting via telephone. Discussion about the role of Pharmacy’s and how as independent businesses, they are not linked to the Practice. Any complaints need to be addressed directly with the Pharmacy. It was agreed that this could reflect negatively on the Practice as not all patients aware that Pharmacies are independent of the GP Practice.

* Online Access
* Online Access

Online access is available to the Practice System, Systemonline, by completing a form at reception and bringing identification. It was agreed that the procedure and need for ID needs to be clearer on the website. Patients then have access to their clinical record from 1.11.22 and can order prescriptions, book appointments, complete questionnaires. This differs from PATCHS which is the new GP consultation tool available from 1.4.23. PATCHS is a way of contacting the surgery and allows patients to complete online consultation forms which are passed to the GP to review. Both systems are independent of each other as Systemonline does not currently offer the ability to conduct online consultations. The group discussed online option and the difficulties experienced by the elderly who may feel left behind by advances in technology.

* Live Well Wakefield

Live Well Wakefield is a referral based social prescribing and supported self-management service, providing support to adults (18+) who either live in the Wakefield District, or are registered with a Wakefield GP. The team understand that there are many things that can impact on our ability to feel healthy, and remain independent, and they offer information, advice and support for any non-clinical needs people may be experiencing. Patients can self-refer via telephone or by completing the form on the Live Well website.

* Referrals

The group discussed referrals to the Hospital and how there were options to book at Hospitals outside of the local area. Brief discussion over how Choose and Book referrals work. Patients referred to Secondary Care will be provided with a list of Hospitals where they can be seen. The patient can then select the Hospital they prefer or the Hospital who provides the quickest access. The system allows the patients to choose where they are seen and allows the patient to select a hospital based on its waiting time which may be reduced should they travel outside of the local area.

* Paramedic and ANP

Brief discussion about the Paramedic we have currently completing a 6-week rolling placement working with local Practices to provide appointments for acute conditions. We also have an Advanced Nurse Practitioner (ANP) working over the winter months until March to help with winter pressures.

* Appointments

The group discussed the current appointment system at the Practice. GP Practices must provide both advance appointments and on the day access. Currently, patients can book in advance if a GP has requested they return for a follow up or to discuss a result/hospital letters etc, or if the GP has advised an appointment resulting from an online consultation. All other appointments with the GP’s are open daily at 8am for morning appointments and 1.30pm for afternoon appointments. Numbers vary daily due to the number of appointments booked in advance.

Brief discussion about the reason for splitting the access into half days. This was introduced to reduce the number of non-attenders who booked appointments in the mornings for the afternoon but then did not attend. Discussed that some patients had been unhappy about not being able to book when they present at reception prior to 1.30pm. Discussed how access must be available to all patients at the same time so cannot book any appointments prior to 1.30pm. All patients whether in surgery or at home, have access to appointments at the same time.

* Feedback to Reception

Discussed how following the last meeting, the groups comments regarding reception staff had been discussed with the reception team and office manager. Many of the group had noticed a change and reported an improvement in their interactions with reception.

Next meeting originally booked 10th May, now rearranged.

**Next meeting scheduled Wednesday 24TH May at 1pm.**