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

**Held on 27th June 2019**

**Present:**

Margaret Shillito Patient Representative

Cath Wilson Riverside Medical Centre

Barbara Chilton Patient Representative

Sylvia Megson Patient Representative

Joyce Swindlehurst PPG Chair

Janet Eaton Patient Representative

June Price Patient Representative

**Apologies – none**

**Notes from previous meeting -** Agreed

**Matters Arising**

* Long Term Conditions update: Cath confirmed that this year, the plan is to alter the dates of patients Long Term Condition LTC reviews to coincide with their Birthdays. This was agreed as being a good idea and should make it easier for patients to remember that the date for review.
* Cath discussed the current situation around the concerns over the ‘Sit & Wait’ sessions and that a Practice meeting was held in June where this was discussed and the Practice has now put forward a working group to look at the options available and how to move forward with a new appointment scheme – this will need careful planning as the ‘Sit & Wait’ service has been in place for over 4 years now. Any changes will need to be advertised so as not to cause confusion to patients and ensure a smooth transition to any new system.
* A discussion took place around the current telephone message which everyone thought was rather lengthy and could be improved upon – Cath will task the new Practice Manager to advise of this request and to liaise with Dr Nayyar & the other Partners to come up with a better solution.
* The Group asked if it was possible to have a list of the special interests of each GP displayed in reception – Cath will ask the new Practice manager to arrange this
* As there was no other business the meeting was closed
* Cath extended her sincere thanks to the group for their support over the years and the group wished her well in her retirement.

Next meeting – Wednesday 25th September 2019 at 2pm