

**Agenda**  
**Patient Participation Group Meeting**  
**Monday 12<sup>th</sup> October 2015 @ 06:45pm**  
**Riverside Surgery, Barnard Avenue, Brigg, DN20 8AS**

Agenda Items:

1. Introduction
2. Apologies
3. Matters arising
4. Practice Update:
  - Michelle Slimm, Business Manager – Joined Riverside Surgery 21/09/15
  - Wendy Smith, Cleaner – Joined Riverside Surgery 20/06/15
  - Lisa Boston, Receptionist – Joined Riverside Surgery 29/06/15
  - Molly Fairbank, Apprentice Receptionist – Joined Riverside Surgery 16/07/15
  - Dr Rachel Keighley, Year 3 Registrar – Joined Riverside Surgery 05/08/15
  - Sally Reed, Practice Nurse – Joined Riverside Surgery 01/09/2015
  - Tina- Marie Ringrose, Clinical Trial Nurse – Joined Riverside Surgery 21/09/15
  - Yvonne Mason, Reception – Joined Riverside Surgery 28/09/15
  - Natalie Hodge, Dispenser – Joined Damian Limited @ Broughton 14/07/15
  - Melissa Dent, Dispenser – Joined Damian Limited @ Riverside 20/07/15
  - Julia Vaughan, Dispenser – Joined Damian Limited @ Broughton 10/08/15
  - Jessica Bishop, Apprentice MCA – Joined Damian @ Riverside 14/09/15
  - Sophie Lidgard, NVQ Level 2 Dispenser – Joined Damian @ Broughton 28/09/15
  - Hayley Martin, Dispenser – Damian Limited @ Broughton – left on 14/07/15 after 5 years of employment to further her career at Grimsby Hospital
  - Linda Petch, Receptionist – Riverside Surgery @ Broughton – left on 05/08/15 after 16 years of service
  - Kaye Bolton, Practice Manger – Riverside Surgery – left on 30/09/15 after 7 years of service
  - Lisa McGowan, Superintendent Pharmacist – Damian Limited will be leaving the company on 31/10/15
  - Dr Mahmood Rasheed, Salaried GP – Riverside Surgery will be leaving the company on 30/10/15
  - Dr John Burscough, GP Partner – Riverside Surgery will be retiring after over 30 years of service
5. Items from Mick Wilson
  - a. Appointment times
  - b. Pharmacy Concerns – Systems do not seem to be linked between Broughton / Riverside. i.e. Patient has concerns as no record of prescriptions are kept/recorded between both sites
  - c. New Patient Review Introduction book?
  - d. Forward plan for all next year meetings?

6. Items from Basil Brader

- a. Time to look at the structure and TOR's of the PPG in bring it into line with the GMC/NHS England agreed contract
- b. North Lincs PPGs custom and practice and the NAPP guidelines – “Ultra Vires”
- c. Many changes implemented in the last few months without any consultation
  - Changes to booking and appointment system
  - Morning after booking system
  - Time for the practice to present the promised review?
- d. The first line apology for cancellations - suggests you may have already picked up this recurring and contentious issue.

7. Items from Wendy Coffey

- a. Riverside PPG Chair / GP representative and attender at the countywide PPG Chairs meetings
- b. PPG - Constitutions/Terms of reference/Membership/Action Plan
- c. Signage – M/F after the name of the GP on the board
- d. GP trainee projects within the practice?
- e. Findings from the recent patient survey / any actions required?

8. PPG Members Conference, Tuesday 27<sup>th</sup> October 2015, 13:30 – 16:30

9. Research

10. Contact Details

11. A.O.B

12. Date and time of next meeting to be confirmed

# North Lincolnshire PPG Members' Conference

**Tuesday 27 October 2015, 13:30 – 16:30**

The House Conference Centre, New Life Church,  
Brumby Wood Lane, Scunthorpe DN17 1AB

## **Keynote Speakers**

**Paul Devlin**

Chief Executive, National Association for Patient  
Participation

**Dr Robert Jaggs-Fowler**

Clinical Lead, Healthy Lives Healthy Futures

**Plus choice of workshop sessions**

To book your place telephone 0300 3000 567  
or email [NYHCSU.Talk2US@nhs.net](mailto:NYHCSU.Talk2US@nhs.net)