

Meeting Minutes
Patient Participation Group Meeting
Wednesday, 22 June 2016
Riverside Surgery, Barnard Avenue, Brigg, DN20 8AS

Present: Michelle Slimm, Business Manager (Chair) (MS)
Dr S Modan (DR SM)
Tina Ringrose (TR)
Basil Brader (BB)
Joyce Harris (JH)
Madeleine Keyworth (MK)
Bill Smith (BS)
Clive Wilson (CW)
Mick Wilson (MW)

Apologies: Kathleen Watts, Wendy Coffey, Danielle Hook

1. **Welcome:** MS welcomed all members of the meeting and introduced Tina Ringrose, Research Nurse, Riverside Surgery. Trials are linked with Nottingham & Durham Universities and there is some interest in commercial trials. The majority of the practice team have been GCP trained as Research is part of the NHS constitution. Riverside is leading a cluster of practices in the area and it is also viewed as an alternative income stream together with providing benefits to patients and staff as well as enabling links with other countries. The Practice has to express an interest in a research programme and depending upon our expertise we may be selected. There are many trials available and the role at Riverside is evolving.

2. Matters Arising

Terms of reference

The meeting agreed to reword the paragraph 'PPG Structure' to read :-
The Officers will be appointed for a term of 12 months
The constitution and terms of reference to be reviewed every 12 months

Dementia awareness

Chris Darlington and Clive Wilson still to meet. **MS to follow up**

Appointment System – The revised appointment system is progressing well. MS is continually reviewing feedback from staff and patients. BB reported that text messages are being sent to patients when patients are expecting a telephone call from the practice. MS agreed to clarify and report back.

IT Security – no action required.

Practice Update

- Di McDonough (Triage Nurse) has left Riverside after twenty-five years' service.
- Justin Petch (Urgent Care Practitioner) joined Riverside on 31/05/16.
- Jane Laking (Nurse Manager) joined Riverside (again) on 13/06/16.
- Diana Mason (Receptionist) has now left Riverside after ten years' service.
- Katy Moulds (Receptionist) has returned to Riverside after maternity leave
- Amanda Barlow (Nurse) has now gone on Maternity leave to have her fourth child

3. Items

Terms of Reference – Update

Officers will be appointed for 12 Months at the AGM. Posts available are Chair, Treasurer, Secretary and Communications. The meeting agreed to appoint HE as Treasurer

Medicine Use Reviews Prescriptions

MS confirmed there are no plans as yet to connect both Pharmacies. The situation will remain under review by MS

Telephone into Riverside for GP Appointment

MW highlighted the time he phoned into Riverside and was 1st in the cue but was on hold for nearly 10 minutes. PPG members expressed their frustration into the “waiting” period in having their calls answered. **MS agreed to talk and train staff in the appropriate procedures to try to eliminate the “waiting” period**

Annual Medication Reviews with GP/Nurse and Pharmacist

MS to explore the suggestion that annual medication review dates are placed on the online patient page as a reminder for patients when they are ordering their repeat prescriptions. **MS is liaising with EMIS and will feedback any progress**

Discharge letters delay in being sent to GP's and NLAG

HE explained the issues that were raised at a meeting he attended at the Hospital Patients Group/Health watch. The practice has agreed to audit issues for feedback to the hospital. **MS agreed to take this forward and report back**

Several PPG members commented on how difficult it was to make appointments

Winterton Medical Practice Patient News

The meeting agreed that focus should be given to a PPG introductory booklet rather than the newsletter **Action to be agreed at the next meeting**

Vision of Riverside Surgery – Extension

MS presented the proposed extension plans to the PPG. These have already been shared and supported by members of the PPG, East Care Network Practices, CCG,

Social Services, District Nurses. The plans are intended to future proof Primary Care in the area and Dr SM explained how costs were managed

4. External Meetings

No feedback from members

5. Any other business

Visiting Hours at Hospitals

HE informed the PPG that from 23 June 2016 visiting hours at NLAG will be made available from 11:00am up to 20:00pm

MK updated the meeting regarding the Call Connect Bus Services. MS agreed to display posters/leaflets in the waiting area.

ECP – Emergency Care Practitioner - called occasionally: Out of Hours Care Team. MS agreed to relay the positive feedback about the service from the PPG.

6. Date & Time of Next Meeting – Wednesday, 7 September 2016 @ 18:45