

RIVERSIDE MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP
8 FEBRUARY 2018

In Attendance

rs.

Apologies

r Shanly

1. **Chair** The Chair advised we have lost members since last meeting 9 November 2017.
- Funeral at the crematorium on February at 11.30am
- Chair took a card and plant to and passed on the groups condolence.

2. **Prescription Ordering Direct (POD)** Sue Millwood, Caroline Aston, Inderpreet Kaur from the Medicines Optimisation Team at the CCG updated how this new service is working. Riverside went live with this service in Monday 4 December 2017.

The service is being funded by the drug savings being made, aim is to save money by stopping wasting drugs.

there are at present 11 members of the team taking calls from a number of practices. 28% of the weekly calls are taken on a Monday
22% of the weekly calls are taken on a Tuesday

60% of the daily calls are made between 9am - 12pm.

feed back has been positive comments have included "service is easy to use"
"excellent service"

Pharmacy's have responded with good feed back
Surgery have seen a difference as they have now have more admin staff to use else where within the surgery.

3. **Surgery** Vicky Davies has left the surgery after nearly 27 years, put forward that a voucher should be sorted out for her. no new replacement decided yet

An Gift Voucher has now been presented to Dr Lovett

Surgery at present has no nursing hours cover of 30 hours, as one staff member is off long term sick.

No new information regarding the new surgery at present.

Physio service through surgery is stopping on 31 March 2018 , new message will be added to phone lines.

Appointments have changed as the ring back system for same day appointments was not working as well

New Dr started yesterday 7 February

4. **Bank Account** A new bank account has now been opened with Natwest Bank balance is £3,664

5. **Patient Groups Meeting** Shrewsbury Football Club is holding on 1 March 2018 17.30 -20.30 meeting for all Patient groups - to discuss situations regarding services provided by practises being stopped (Ear Syringing). Group to wait to see what happens at meeting before writing and making their views known regarding cuts in patient services.

6. **SATH Meeting** - went to this meeting, no longer publishing public responses, discussed Future Fit situation, and Frail & Elderly patients how they effect admissions to a&e and use of services.

Next Meeting AGM 10 May 18.30