

RIVERSIDE MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP

Minutes of Meeting held Thursday 14 September 2017 at the Surgery

Attendees

HAS BEEN REMOVED DUE TO DOCUMENT BEING AVAILABLE PUBLICALLY

Apologies

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- Chair** explained that he was acting as Chair on behalf of **CP** who is on holiday with his family. This holiday was arranged before **CP** received his diagnosis and it was **CPs** wish that **MJ** acted on his behalf at this meeting; there were no objections to this from the Group. **MJ** has visited **CP**, who has expressed his regret that he will be unable to maintain his active involvement with the Group, particularly in view of recent progress with plans for the new surgery premises.

The Group hoped that, of the 10,000 or so patients of the Practice, those who are unaware of the rigorous campaigning and support selflessly given by **CP** will learn of it in the future. **SN** thanked **MJ** for stepping in at this stage.
- Dr Lovett** It was agreed that **MJ** should purchase a token of thanks to give to Dr Lovett following his retirement from the Practice in November 2016.
- New Surgery Premises** **VJ** advised that it was hoped that the planning application would be considered by the Planners at their September meeting; failing this, it should be put before them at the October meeting. Despite the recent article in the Shropshire Star regarding the Planners' dissatisfaction with the proposal to provide 21 car parking spaces, it was hoped that the application would proceed smoothly. **VJ** thanked the Group on behalf of the Practice for their support – particularly for the comments of support posted online.
- Value Based Commissioning Policy** **DP** advised that this was discussed at a meeting she attended recently and this Policy outlines plans to facilitate significant cost savings for the CCG.

The Group expressed its concerns about recent changes at the Practice - including the withdrawal of the ear-syringing service and drug switches.

Aaran explained that ear-syringing is a non-commissioned service which the Practice is currently no longer able - or prepared - to offer. It was acknowledged that this service is available privately but until the CCG recognises that this service should be funded appropriately then self-care was being recommended.

VJ explained that the Practice has signed up to the CCG's prescribing plan to significantly reduce expenditure in this area. However, she reassured the Group that all switches have firstly been considered very carefully by the Commissioners and associated Pharmacy team and then are considered by the Practice. It was acknowledged that not all changes would suit everyone; for example, **SB** asserted that the recent switch from various glucometers to the Jazz glucometer system has been met with some dismay and dissatisfaction in some patients.

The benefits of the new Physiotherapy Triage service were also discussed.

It was agreed that when the Practice is planning significant changes to the services it provides the Group should be advised – and that if clinical issues were involved it would be helpful if a doctor could be available to explain them at a meeting.

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5. **Bank Account** Reported that the Group currently has £3,622.68 in the account plus a small amount of cash previously held as a float by **CP** which is used for refreshments at meetings and stationery costs etc. Guest speakers are usually thanked by means of a donation (£20-£25) in aid of the organisation/charity they represent. The Group agreed that this was considered good value for money.
MJ advised that the bank account is currently with the Co-operative Bank, but they are not willing to support charitable organisations locally; a change of account is therefore appropriate.
Additionally, 3 signatories are required, so a replacement for **CP** is required.
Item to be brought to the November meeting.
6. **Shrewsbury & Atcham Patient Participation Group** It was agreed that **VJ** should circulate copies of the minutes of the next meeting of the "locality" Group, due on 27 September, to all members of the Riverside PPG so that it can decide whether a member should attend further locality meetings.
7. **Practice Update** **VJ** advised that Dr Joanne Gill would be leaving the Practice in December.
AW explained that the same day appointment availability trial was not working; in particular, it had caused significant issues with communication with the surgery by telephone. **AW** confirmed that a new system was to be introduced wef Monday 18 September. This system would allow for requests for appointments to be triaged by a GP and appointments (either face to face or additional telephone appointments) to then be arranged as necessary. The new plan will allow for online access appointment booking. It was hoped that this system will prove to be successful.
AW advised on the dates of forthcoming Flu Vaccination Clinics (Saturday 7 October and Saturday 4 November) and arrangements for attendance.
8. **Christmas Meal** **MJ** will confirm the booking for Monday 4 December with the Four Crosses Inn.
9. **Date of Next Meeting** Thursday 9 November 2017, 7.00pm at the Surgery.