**RIVERSIDE MEDICAL PRACTICE PPG MEETING 19th August 2019**

**Chair: Dr Malladi**

**Attendance: Kim Stoner, Matthew Dale & 12 other PPG Members**

Dr Malladi has not heard anything on the pharmacy application at St Peters village. The developers have not agreed to this and Medway CCG didn’t know about the application. He will update everyone when he hears.

Dr Malladi updated on loft conversion that is now complete. The medical records have been moved upstairs, the Practice Manager’s room is now a consulting room that can be used.

He has submitted a bid to extend the waiting room as it is now too small, sometimes it is standing room only. Planning permission is needed. Mrs Dyer suggested air conditioning. However, this is not funded by NHS. Dr Malladi would keep this in mind.

Dr Malladi updated on the current Doctor situation.

Dr Gardiner is now on maternity leave, Dr Walker is covering her. He has opened the dialogue with her regarding staying at the Practice.

Dr Malladi explained the problems with him seeing patients. He is currently heavily involved in running the Practice. He explained that Mrs Shree Malladi was a non-clinical partner and was managing staff and infrastructure.. He explained the difficulties with recruiting GPs especially partners.

Mrs Dyer asked about Patient access – this used to tell you if the GP you were seeing was male or female, this is now not showing. Kim will look into this. She asked about routine or general appointments to book. Kim confirmed routine. Dr Malladi reminded everyone that patients are now able to view their medical records. Kim explained how this is done. If a patient is new to the system they will automatically have this added to view records. If they have been registered for a while they will need to contact the Surgery.

Mr Dale mentioned about the networking conference on 4th September He is on holiday so unable to attend. Kim is attending for the Practice. Mr Dale sent an email to the PPG members but no one is available to attend.

Mr Dale mentioned about half day closures for GP practices that was on the news. Dr Malladi confirmed this would not affect us as we have two sites and if one is closed patients are able to contact the other.

Mr Dale mentioned about the shortage of stock and how some medications are not available at the Practice but can be obtained at a pharmacy. Dr Malladi explained that we may use different suppliers. If there is a manufacturing problem then we are unable to get hold of the stock.

Mr Dale asked about the Primary Care network. Dr Malladi explained that this will be Practices working together. This is a five year programme advised by the government, they are currently on year 1. This will encourage Practices to employ Pharmacists.

Dr Malladi mentioned the Rochester hub. Appointments are available in the evenings and weekend. These appointments are booked through the Practice. They are able to access patient’s medical records. This is to be used for routine appointments. Mrs Gaskhill had attended and recommended this service.

Mr Sutherland asked if we had been contacted by Medway council about the area outside the surgery for parking. Dr Malladi has not been contacted. Mr Sutherland has spoken to Medway council and had been told that this area could be used for parking. It was decided that this should be used by disabled patients. Kim will laise with Mr Sutherland and contact Medway council regarding this.

Mrs Dyer asked that staff say their name when they are answering the telephones. This will be discussed at the next Practice meeting.