

RIVERSIDE MEDICAL PRACTICE PPG MEETING 17th February 2020

Chair: Dr Malladi

Attendance: Kim Stoner, Matthew Dale & 13 other PPG Members

Dr Malladi thanked and welcomed a new member, Mrs N King.

Dr Malladi went through actions from previous meeting.

- Car park issue – Kim telephoned and spoke to Mr Jason Molloy at Medway Council regarding moving the bollards at the Ferry Road end to make a disabled bay or Doctors parking. Mr Molloy had emailed traffic management and they suggested that this was not possible due to health and safety, where the bollards would go, who would fill the holes etc.
- Kim had spoken to Southern Communications who confirmed that we have 19 available lines coming into the Surgery. If there are no lines available patients would hear the engaged tone.

Dr Malladi updated the group on the proposed waiting room extension. The previous process had been scrapped by NHS England. Dr Malladi has given feedback to NHS England and the process has now been restarted. A planning application will be made, which the Parish Council would get and would need a speedy response. Once the work is complete this would make the waiting room double in size.

Dr Malladi mentioned about the Surgery website. This is riversidemedicalpractice.com.

Mrs Morley mentioned she had looked at the website and she had seen that Halling was open on a Friday afternoon when we are actually closed. Dr Malladi checked and the website is correct.

Dr Malladi mentioned the dispensing issue at Cuxton. There is a rule that if any resident lives within a 1-mile radius of a pharmacy they are unable to have dispensed medication from us. Whiting's Farm in is the only residence affected in Halling. In Cuxton it has affected over 500 patients. Patient would have received an appeal form that can be completed. Dr Malladi has asked for a list of roads that are affected as there are split streets. They have given us a mapping tool in check addresses; all staff will be given training to use this.

Mr Dale had put a notice on Cuxton Village Facebook page regarding the PPG meeting this evening. No residents had attended. It was suggested that the next meeting be at Cuxton surgery. If enough patients attend, we could alternate the location of the meeting between Halling and Cuxton.

Mr Barnes had received a leaflet through his door for Pharmacy2U. Questions were asked such as do they charge? Do they just get delivered through your door? We were unable to answer these questions. Pharmacy2U do not deliver on the day prescriptions.

Mr Dale has been to a couple of CCG meetings recently regarding the CCG merge and PCNs. They are trying to get a PPG group for PCNs and Mr Dale asked if anyone wanted to attend with him.

Dr Malladi explained the PCN regarding seeing each other's patients. Sharing services/resources. He mentioned the Hub appointments which operate in the evenings and at weekends.

Dr Malladi mentioned about having access to your medical records using the GP apps. These are helpful if away and are taken unwell.

Mr Dale mentioned the Coronavirus. Dr Malladi informed everyone that we are receiving updates frequently. If someone rings the Practice they are told not to attend and to call 111.

Mrs King asked if the surgery had been affected by the development at St Andrews Park. This development has now finished

Mr Dolby updated on the care home application at St Andrews Park. They have applied for 51 one bedroom and 45 2 bedroom facilities. He thought this was assisted living. There is no news on this at present.

Mrs King asked if there was anything people can do to help the Surgery. Dr Malladi thanked the patients who had helped with the petition and getting the boundary changed.

Mr Sutherland spoke about the lighting in Ferry Road by the trees. It is very dark as the trees cover the light or the light is not working. This is a council issue. Kim will let them know. Completed.

Mrs Dyer mentioned about the car park lighting. At night it does not seem to come on and can be very dark. Kim mentioned she has changed the timing on the timer which had corrected this but it's now not working again. Dr Malladi would look at the end of the meeting and look at options to get this resolved. Completed: Light has been fixed.

Mr Dale asked about the medical staffing. Dr Malladi confirmed we have sufficient GP availability for our patients.