**RIVERSIDE MEDICAL PRACTICE**

**PPG meeting 18 February 2019**

**Introduction to the Patient Participation Group (PPG) at Riverside Surgery.**

The PPG exists to support the Riverside Surgery. It enables patients to communicate with the surgery and helps it to navigate any problems that may have arisen. It also exists to relay news and any concerns regarding the surgery to a wider audience.

The PPG was born out of the problem that we had when the numbers of new patients registering from Snodland greatly increased. The fear was that this huge influx of new patients would dramatically alter the way the surgery operates and have a great affect upon appointment waiting times. Riverside could not physically expand to cater for this influx. A petition was raised that was sent to the NHS Medway Clinical Commissioning Group (CCG) who decided that because of the overwhelming patient commitment they would permit a change to the patient catchment area to exclude the area to the south of Holborough.

**Report of the Riverside Patient Participation Group Meeting held 18th February 2019**

Dr Malladi reported that the loft conversion works at the surgery in Halling were progressing well. This new area will be used for storing the old paper notes of patients that currently take up space on the ground floor. This will free up a room that will be used as a new clinical room.

The waiting room is known to be too small, but there was no enough funding to extend this.

A new receptionist has started, Joanne Lester, based mainly at Cuxton.

A significant number of patients from Halling and Cuxton have registered since one of the doctors at Snodland has retired. There may be more who register because of this. However, the net gain in patients from Snodland, including Holborough, was limited to 30 over the past 6 months since the boundary change.

The PPG decided to publish a report of all meetings to Halling View in order to circulate news form the surgery around Halling.

Dr Malladi informed us that some out of hours appointments (evenings and Saturdays) can be made at Rochester (Delce) by calling the surgery and asking for this. Dr Malladi does not work there but the doctor you would see will have full access to your medical record.

The meeting was informed that three of the intended six Medway Primary Care Hubs are now live. These are at Lordswood, Rainham, and Rochester (Delce). Those due to open soon are Strood, Hoo St Marys, Peninsula. It is thought that the NHS’ intention is to site all GP surgeries within the main populated areas within these six hubs…although this plan is likely to take many years to finalise.

The meeting was also informed that there were 62,500 missed appointments within Medway NHS in the last year. Patients who use the app to book appointments may cancel easily.

The meeting was also informed that the Kent and Medway joint committee of CCGs had made the decision to create three Hyper Acute Stroke Units (HASU) throughout Kent and Medway. These will be located at Ashford, Maidstone and Dartford. This will mean the closure of the current stroke units at Margate, Tunbridge Wells, and Medway. These units will take all emergency patients from Kent and Medway who suffer a stroke. Medway council are concerned about this decision fearing that it may lead to the eventual down-grading of Medway Maritime hospital and possible closure of other facilities. They are investigating the possibility of taking legal action against the NHS CCGs’ decision.

There was also discussion about digital GP services that are currently being trialled by the NHS in some areas. This service allows you to “see” a doctor using Skype or similar. That doctor can then prescribe, enabling you to pick up medicines from a chosen pharmacist. Please note that if you register for this service that you will need to de-register with your current surgery.

We ask anyone who is interested in joining our group, or has an issue that they would like raised, to contact us via email at [hallingriversideppg@gmail.com](mailto:hallingriversideppg@gmail.com). We aim to meet every three months.

Mathew Dale (PPG Organiser)