The PPG consists of a range of patients between the ages of 40-74

They include people who work and who are retired.

The patients who participate attend the surgery occasionally or regularly.

Both male and female patients attend.

Invitation to attend was for all surgery patients.

**The next Patient Participation Group meeting is to be held at the Community Centre in Halling on Monday 23rd July 2018 at 18:30.**

If you’re interested in the future of your doctor’s surgery in Halling please come along.

The first meeting of the PPG was held 24th May 2018. The meeting was held within the surgery reception area and was packed. The general feeling was of satisfaction with the surgery and that a very good service was offered. There was concern though that this was changing as more patients come onto the books.

Therefore, the main topic for discussion was the ever increasing number of patients registering with Riverside. This was thought to be caused not only by new housing developments within the catchment area, but also by deep feelings of dissatisfaction with a neighbouring surgery.

A major problem highlighted by this growth in patient numbers is the fact that Riverside in Halling cannot be physically extended to cope with all the new patients. The site is just too small for lateral development. The logical way to extend is to add a floor to the building but this would cost approx. £500,000 - £600,000.

The NHS have informed Dr Malladi that they will not fund this build. It was thought that Medway NHS would prefer all new patients to register with the newly renovated Medical Centre in Strood which seems to attract all the current funding. Some present at the meeting stated that they thought this was a way to completely centralise GP surgeries throughout Medway forming a few large surgeries, which would be ready for privatisation.

**As a first step** it was decided to raise a petition to NHS England to ask that the Riverside current catchment area be reduced to exclude areas South of Holborough Lakes. This will at least reduce the numbers of new patients at the surgery.

The effect of the increase of new patients has been felt by all patients and staff at the surgery. There is more difficulty in getting a same-day appointment, and then there are longer waiting times, and often no seats available in the waiting room. The pressure that this puts the doctors and reception staff under is immense.

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