**RIVERSIDE MEDICAL PRACTICE PPG MEETING 18th November 2019**

**Chair: Dr Malladi**

**Attendance: Kim Stoner, Matthew Dale & 10 other PPG Members**

Dr Malladi advised that we had spoken to the Reception at our staff meeting and they were all happy to be asked what their name is when answering the telephone rather than informing the caller routinely.

Dr Malladi apologised for not contacting Medway council regarding the parking outside the Surgery. Mr Sutherland will contact Kim with the contact number for the relevant department.

Mr Dale mentioned about advertising for the PPG meetings. Suggestions made were leaflets being handed to patients by staff, Facebook and advertising in Simply Halling (next addition is March). Kim explained that at PPG conference she had attended most Practices struggled with the younger generation attending.

Mr Dale asked about sharp collections and why we could not take them here at the Practice. Dr Malladi advised that there is no NHS contract for GP surgeries to dispose of patient-returned sharps boxes. Kim explained that the Receptionists have a list of Pharmacies who have the contract to take them.

Mr Dale asked if we have a received a confidential email with a list of medication that had a national shortage. Dr Malladi has not received an email.

It was agreed that future meetings will be held on the 2nd Monday of the month. This is so members can plan in advance.

A member asked how many lines are coming into the Practice. He had called the Practice and listened to the recorded message then he had got cut off. Kim will contact Southern communications and find out for next meeting.

Dr Malladi updated about the pharmacy applications that have been submitted. The O J Pharma application has been rejected and the Delmergate one is still outstanding.

Dr Malladi mentioned about the new Practice website is now functional. He was just organising thedomain name. There will be a PPG section.

Dr Malladi spoke about the Practice building. He has applied to NHS England for a waiting room extension at the rear. He is still waiting for approval of this.

Mr Dale discussed the PPG conference that Kim had attended. This was regarding GP practices working together as Primary Care Networks. Dr Malladi informed that our fellow PCN members were Court View Surgery, Apex Medical Centre and Gun Lane Surgery. PCNs will bring Practices together. They will employ physios, pharmacists, paramedics etc. and the GPs will oversee them. There is currently difficulty with recruiting the relevant staff.

From April all Kent CCGs will be merging to make one large CCG. This will include Medway, Swale, Dartford, Gravesham, West Kent and East Kent.

A member asked about My GP and Patient Access. Kim informed that the slot properties have to be set as “default” for Patient Access and “Routine” for My GP. She will share this equally from now on. Patient Access has stopped informing if the GP is male or female. Kim will look into this.