

## RIVERSDALE SURGERY PATIENT PARTICIPATION GROUP (PPG)

### Meeting at Riversdale Surgery At 6:25 pm on Thursday 5th March 2015

#### MINUTES

#### Present:

Chair: Steve Lockwood      Minutes: Gerry Knight

Members: Dorothy Atkinson, John Morrissey, Mary Dwyer, Brian Sword, Ann Turville,  
Linda Cross (Practice Manager).

Apologies: John Richer, Jeanette Lye, Eric Allen, Julie Harrison

#### Acceptance of Minutes of Last Meeting:

The 11/12/14 minutes were accepted. Linda to publish on website.

**ACTION: Linda**

#### Actions carried over from last meeting:

- Patients have commented that it is very cold near external door in the main waiting room. Looking for funding for external porch. If this happens request to raise letterbox from floor level. Letterbox on street side is active, this should be made clearer. **ACTION: Linda**
- Despite actions no progress on Community Matron funding, however DCHS is reviewing the provision of service in AV and support funding is expected.
- Care Co-ordinator is setting up a Carers Group at Riversdale or Whitemoor. She has offered to come to PPG. **ACTION: Linda**
- Jane Birch (Healthwatch). No response. Linda to contact Jane. **ACTION: Linda**
- Practice funding for Minor Injuries. Awaiting clarity.

#### New Items & AOB:

- The adjacent garden is being converted into more parking spaces and the disabled car-park markings will be re-painted.
- NAPP Annual Conference, John intends to go. We need a "NAPP Champion" to digest the NAPP information available and feedback to the PPG. Please contact Steve if you wish to volunteer **ACTION: All**
- PPG Awareness Week 1-6 June. John & Mary to make proposal about this and mid-week "drop-in" meeting **ACTION: Mary & John**
- Online Services. Query about PM booking availability. Linda reported Patient Summary Records are now available. (Post meeting note: Gerry checked this and it may not be activated yet) Linda to investigate. **ACTION: Linda**
- Suggestion that local elderly people blocking A&E could be moved to Babbington. Steve to write to Andy Layzell & Sheila Newport. **ACTION: Steve**
- Linda is writing the PPG Annual Report. It will include the Friends & Family survey results. Linda will bring complaints to the next meeting. There are now 175 virtual PPG members.
- PPG Networking event. Dorothy & John reported that it was useful and showed how varied PPGs are across the area.
- CQC inspection is expected early in April - June.
- Online appointment booking – no afternoon appointments on the system **ACTION: Linda**

Next Meeting:

Thursday 21st May 2015 at 1825 hrs.