

Riverside Medical Practice PPG Zoom meeting 11th April 2022 at 6:30pm

Chair: Mr Dale & Kim Stoner

Attendees: Janet Hillman, Nikki King, June Nicholson, Margaret Punt, Gillian Morton, Terence Dolby, Philip Badman, Jo-Dee Lofthouse & Alison Dyer.

Apologies: Dr Malladi, Nigel Dyer, Margaret & James Sutherland, Mr & Mrs Kittlety & Mr Barnes.

The three new residents from Cuxton were welcomed to the PPG.

Kim updated the meeting that the spring booster were starting in the surgery week commencing 18th April 2022. These are going to be for the over 75s and clinically vulnerable patients. Ideally, there ought to be a 6 month gap from their last immunisation for Covid. Patients would be contacted by the surgery when they are due by text, phone or letter. Mr Dolby mentioned that some patients had already been contacted by NHS England as he has booked to have done elsewhere.

Kim introduced the new staff, Sharon Woodhouse who had previously worked in another surgery for 12 years so has lots of experience but had to get used to the way we worked. Also Julie Taylor, who has never worked in general practice before. Both are receptionists and will be working across both sites. They are replacing Sarah who retired after 25 years of service with us.

Kim updated that NHS England is stopping patients booking Drs' appointments online from 1st April 2022. This may cause a delay in patients getting through on the telephones in the mornings, but more staff have been employed to help with this. Staff are able to signpost patients to the relevant resources. Kim mentioned that sometimes patients being able to book isn't always relevant to a GP, for example a patient booked a smear with the GP which is undertaken by the Practice Nurse.

Kim updated on the waiting room extension at Halling. The completion date has been extended and should be completed by the end of the month – beginning of May. This will give extra space in the waiting area.

Dr Malladi is currently doing more face to face in the surgery, this is why he was unable to attend today. These sessions will take place across both Cuxton and Halling. Mr Dale asked how Dr Malladi's other work was being carried out, Kim informed that work was being completed by Shree, Chloe and herself with Dr Malladi overseeing.

Kim informed the meeting that we are currently able to register patients from Ukraine. These patients will be registered permanently and we have English and translated forms to be completed.

Kim asked the PPG if anyone knew who to contact about the maintenance of the tree outside the surgery. In February when we had the strong winds it looked very unsteady and we had concerns with the surgery. We had contacted Medway council and it is not under a preservation order. Mrs Morton will find out who did the community centres trees and let Kim know.

Kim asked the new three members if they had any concerns with Cuxton, they were all happy with the service provided.

Mr Dale asked if the next meeting could be face to face and going forward can they be at Halling and then at Cuxton. Kim agreed as long as social distancing can be continued.