

## **Riverside Medical Practice meeting 30<sup>th</sup> January 2023 at 6:30pm at Halling Surgery**

**Chair:** Dr Malladi & Mr Dale

**Attendees:** Margaret Punt, Terence Dolby, Philip Badman, Mr & Mrs Alison Dyer, Mr & Mrs Kittlety

**Apologies:** Joy Oliver.

Dr Malladi updated the PPG on the latest CQC inspection. We received GOOD in all areas. He explained the process so they had a better understanding.

Dr Malladi explained the current situation with Strep A and the difficulties with antibiotics supply. This is a national problem.

There is currently no change in the staffing at the surgery.

Our current HCA will be leaving us to go abroad. We are currently in the process of recruiting. In the meantime bloods would have to be done elsewhere.

Mr Badman talked about using the econs system and he was happy with the service. The process was informed to the rest of the PPG.

Mrs Dyer asked if the recycling bin in the car park could be moved as it has occasionally been put in the disabled bay. Kim explained that normally this is done by the bin men who do not put it back in the correct position. Kim would move if this is reported or noticed.

A member of the PPG asked about booking appointments online. Dr Malladi explained that this was now not available, so that patients are signposted to the correct places.

A PPG member mentioned that last Thursday (26<sup>th</sup> January) the telephone lines kept cutting patients off. This has not been reported to us. Kim will look into this.

Mr Kittlety telephoned the surgery at 8:30am for an appointment and was offered an appointment for the same day. This appointment was not urgent so he could have waited. He suggested if reception staff should ask if the appointment was urgent or could it wait? Kim will encourage staff to do when asking the calls when we first open.

Mrs Dyer put her concerns across that her discharge summary was missing for 2 weeks and a Dr was unable to help her with her pain relief. Dr Malladi and Kim explained that this was very unusual and anything that needs actioning by a GP is sent on the day it is brought in.