

**Rivergreen Medical Centre**  
**PPG Meeting**  
**Tuesday 12<sup>th</sup> September 2023 at 18.30pm-8pm**

Chair: AB

Scribe: LP

Attendees: Dr Milavy, MB, MB, CA, AH (visitor)

Apologies : SB, AD, DL, EC

- Introductions and sign in best methods of communication. CA was going to contact HM to see if still wanted to be involved and if so to Make contact with LP.
- 10 minute **“Hello”** by Dr Milhavy GP Partner Rivergreen. Explained his background and experience as a GP Partner in general practice. Talked about his special interest in diabetes and frailty. Family life etc. Is a GP trainer. Enjoying being at the practice- we have happy staff and it is well managed. Welcomed by the PPG.
- **Actions** from the last meeting- CQC did not attended as predicted over the summer. Always good to keep things up to date. LP gets an audit from who ever she can to keep on top of things!
- **Contract change for General practice** – how it is going. Explained that it is slow work as advising patients who decide to queue in the mornings that it is not necessary. Most patients like it as phone rings less and appts until longer with GP (can be until lunch time) some find it hard to accept the change. PPG suggested face book would be good for getting the message out to people in Clifton. Discussion around the phone lines again and explained that we have 7 lines and only one ahead in the queue so can not be 15<sup>th</sup> etc in the queue. Have software so can listen to and analyse calls and call volumes.
- **Staff update** – Nursing- 2 fantastic locum nurses covering the Snr nurse vacancy whilst we try to recruit. Have had applications but looking for the right person. Physician Assoc has moved on now to a PCN where she has lots of peers and did not need to be shared between lots of practices. Likewise with SJ. It is a challenge with being a smaller PCN and Clinical Pharmacist. We do have a full time coverage of pharmacist doing med reviews, discharge letters and also soon Hypertension reviews again freeing up the GPs for chronic disease management and acute medicine appts.
- **Clifton and Meadows PCN statistics**- went through the statistics provided by the ICB. Focus on Childhood Imms, Smears and cancer diagnoses. Obesity also discussed, reminded of health and wellbeing coach and their class sessions and other active groups and services in the area. Discussed smoking services and the success of the targeted health campaign for smokers.
- **Patient survey results**- patients want some more face to face but also like telephone appts. They want appointments later in the day eg after work. We have changed

some more appts to face to face. Have more appts now have Dr Milhavy. Discussed the Pts per whole time GP – practice data is available for all practices nationally to compare against.

- **Flu and Covid update** – a challenge as the pharmacy's get their vaccines first and they are also doing Covid which we are not. ran through the cohorts. Said dates of Flu clinics and how to book in. Will not get the under 65s until end of Sept due to manufacturing delay.
- **Privacy Notice** – all agreed it is OK.
- Dates of the next meetings - 5.12.23, 5.3.24 at 6.30pm (NB it is the Tuesday 5<sup>th</sup> March 24 not the 4<sup>th</sup> as per pervious agendas)

*Covid is on the increase again we have masks should you chose to wear one.*