

**Rivergreen Medical Centre**  
**PPG Meeting**  
**Tuesday 4<sup>th</sup> March 2025 at 18.30pm**

Chair: AB

Scribe: Louise Perkins

Attendees: MB, CA, SB, MB.

Apologies: AD, EC,

**Introductions and sign in**

**Actions from the last meeting** – completed, one of the partners is sorting out face book. We are working to recover Google profile.

**Staff update** – Pharmacists – we have moved to another provider called Net meds who we hope will be more efficient and helpful with audits etc. GPs – Dr Bhatti is moving back to Canada so is leaving. Currently recruiting his replacement. Nursing team/HCAs- have Sam covering as AD is off unwell. Sam is well liked by patients and regards sent to AD for a good recovery. Job adverts – Replacement GP and also still looking for suitable Data officer.

**PPG member** –ex PPG member JM has passed away, fond recollection of his service to PPG on behalf of patients of Clifton.

**Service update-** Feno – for identifying asthma. Much simpler to perform and takes less time. Very welcome by nursing team. Keeley is our new cancer care coordinator and she has started. Welcomed by the PPG. FCP/Physiotherapists can do joint injections on broader range of joints than the GP and is starting clinics shortly this will free up GP appointments – welcomed. Fairham – patients starting to join from that area for those within our boundary.

**Extended access (NEMS)-** we will be hosting mon-wed night to 8pm and now all day on Sunday. No longer Parliament street, but thurs and Fri will be at Platform One at BR station. Will be mainly all F2f GP appointments as other types not being used. So pleased we have it in Clifton for Clifton patients. Still open 7-8am on Tuesday and Clifton medical on Wed AM.

**General practice finances-** General practice is in crisis financially/nationally as is the ICB and NHSE. Taken on working with Purchasing Direct who shop around for us and the savings are huge some over 50% and less invoices by having less suppliers so savings all around. They also do utilities etc. A good start.

**Facebook** – Dr M-C is implementing this will update when she has done this. Will be an asset to the practice PR machine!

**CQC-** likely to come this year maybe in next 4 months. Are working towards it always and have good insight into their areas of focus. As ever this is a team effort and involves the whole team pulling in the same direction and everyone doing their bit. Would like PPG input on the day.

**Learning – complaints/events/surveys** – Comments are positive on Facebook and also on the website. Do not respond to Google and are working with Google to recover the page from sabotage. Feedback says pts want appts in Clifton – being delivered more now with ARRS and also Extended access. Winter access funding – welcome – spent it on GP appts over the winter adding of average of 2 sessions / day.

Patients getting through on the phone – now Ring back is 2+ in queue – automatically rings the patient back when get to the front and patients love it – though not all answer it.

Records show that they calls are definitely going through to the right number. Peer support from colleagues and PPG very welcome on making changes. Birthday reviews have streamlined recalls and made them more efficient. Patients will have their annual reviews in their birthday month- easy for everyone to understand.

New screen in reception with better slides and options to pick from. Patients do sit and read it.

**Recruit to PPG** – ideas on how to recruit / promote – already on the website. screen, morning chat on doorstep, facebook when ready and leaflet when ready. Will bring any potential new members to the next PPG.

- Dates of the next meetings – 3.6.2025, 9.9.2025, 25.11.2025, 13.1.2026