**Riverside Patients Group Meeting – 25 September 2023**

1. **Matters Arising (not covered under other items)**

* Previous NEWSLINKS on the website this has been done
* Nurse Appointments. This became a major item. AS filled us in on the present situation. Some points are:
  + The Nursing staff are very stretched, Nurse B leaves this week, VM has left, and TG is about to retire.
  + ND and CO (both previous employees will start 2/10/23
  + New nurse will start on 17/10/23
  + It is just an unfortunate set of circumstances that has created the current situation.
  + AS checked when the question of if this would affect the Flu Clinics but was told they will go ahead as planned.

1. **Other current news**

* The CQC inspection planned for early September, did not happen
* Questioned when the check-in board is expected to be working again?
* The situation with all patients having to check in at reception often means queues almost out the door. Receptionists were praised by the way they are handling this situation but needs rectifying. At busy times could there be one receptionist just to check people in until the machine is working?
* With the expansion of waiting lists for hospital appointments etc. there are people turning up at the Surgery as it is seen as the NHS. Letters are coming from hospitals to tell you to go online to see your waiting time but there is no phone number to call. The result of this is people coming in.
* See NEWSLINK item for suggestions about this.

1. **Letter box.**

* A patient sent in a photo taken last Saturday evening. AS identified the green item as the mailbag used for the franked post. It clearly was blocking the entrance since the morning. The Group suggested that the Post Office not return these on a Saturday, as they clearly do not push straight through so a bigger basket/box will not help in these situations. Actually, since there is no one to deal with Post until Monday anyway, can the Surgery request no delivery on Saturday?
* A patient has offered to have a larger wooden box made which would sit on the floor up to the letter box. It would have a lockable door.

1. **Flu Clinics.**

* Not all sessions have two people. If more people can offer please let Sue know.

1. **Fundraising – Raffle**

* RC outlined a number of vouchers from local businesses and has put their names on the PPG board.
* The table and prizes and tickets are in the cupboard.
* Need to agree on what happens to the money at the end of a session.
* For ongoing raffle we will do a rota at the next meeting.

1. **Cambridgeshire Health Watch**

* K will be attending the Health Watch seminar next month
* Igho Project Manager/Healthwatch Cambridgeshire & Peterborough has agreed to give us a brief overview of her work at our meeting on 30th October.
* The Health Watch Guide for PPGs was distributed. We will look at this in detail later. One of the points recommended is for Partners to link up with PPGs. We appreciate that this is not easy. However, it was suggested that maybe the Chair and someone else could attend one of the training days to build up better links and seek direct comment on how we can support staff

1. **NEWSLINK**

* Covid and how you can book an appointment
* Points on self-care while on waiting lists. Could you the title ‘Get yourself ready’.
* Something about if deteriorating significantly contact the Surgery, but they do not control waiting lists.
* Reminder of areas where you can self-refer.
* Raffle
* Encouragement to get repeat prescriptions online for those who can
* Encouragement to get Flu vaccine

**Date of the next meeting - 30 October at 4:15**