

Riverside Health Centre
Patient Participation Group (PPG)
Minutes

Meeting on Monday 28th April 2025 at 1300 at Riverside Health Centre

Present: Jill Farmer, Hugh Cronin, Zoe Cronin, Deirdre Conn (Chair), Carmel Lo, Gus Fidgett, Hannah Mark, Katie Byford.

Apologies: were received from Anne Walker and Susan Wootten.

1. Welcome and introductions by new members:

There were no new members today and Deirdre explained that a number of potential members had contacted her saying they had not been able to attend recent meetings but wanted to remain on the list.

2. Minutes of meeting held on 17th February 2025:

The minutes of the previous meeting were agreed by all and there were no items outstanding that were not part of the agenda.

3. Matters arising:

Deirdre asked whether anyone had been able to attend the online Future Learn course to give training for PPG members. Carmel said that she had started it and would report back at the next meeting.

4. Chairperson to give update on SNEE..

Deirdre gave a brief explanation of the ICB's PPG Network and where it sat in the structure. The PPG Network meets regularly but the minutes from the last meeting on the 27 March were not available.

Deirdre is unable to attend the next online meeting on the 22 May and asked for a volunteer to attend -Zoe said she would look at her diary.

5. News from the Practice:

Katie reported on the following:

Sophie, the practices Social Prescriber had left the practice in December. She had been replaced by Amber who would have the Friday pm clinic. Community Voluntary

Services Tendring (CVST) pulled out of the contract for supplying these services and this resulted in Amber leaving with a weeks notice. The Colte Partnership have taken on the job of recruiting two new staff members. In the meantime the practice is supporting patients who has used the services of the Social Prescribers..

Hypertension and Statin clinics have recently started and they are inviting patients to these clinics based on their risk factors.

Anima - the system has been running since January and there are still some problems. The practice has been increasing capacity numbers allowing for more appointments and Anima is now linked to the patients clinical notes making it easier for clinicians to triage patients.

The system has reduced the number of phone calls and the practice has reviewed the questionnaire, streamlining some of the questions. The GP contract changes in October and this may mean changes to working hours which are currently 0730-1600. Nationwide there are about 280 practices using Anima. System support to patients is now once a month - 3rd Tuesday. Katie asked if any of the PPG members wanted to help with this support to patients.

Katie stated that the practice team would be happy for the PPG to help efforts to get new premises for the practice in the form of a petition. Deirdre said that it would be helpful to have some background from Mel. Deirdre and Zoe to meet with Mel separately.

6. Any Other Business:

Jill voiced her concerns over the St Helena leaflet advertising the Compassionate Community Meetup as it does not have a phone number for attendees to use. Deirdre said she would follow up.

Community bus - Carmel reported back on the services represented when the bus was parked in the Coop car park in early March. There was a great deal of information on screening e.g. bowel etc. And services such as physio as well as the 'message in a bottle' initiative where all the patients details are in a container and accessible to any service that may visit.

7. Deirdre said the date for the next meeting had to be changed as she is on holiday. So the next meeting is on the 16 June (not the 30 June). Other dates for 2025 remain the same - 22 September and 24 November 2025.