

Riverside Health Centre

Patient Participation Group (PPG)

Minutes

Meeting held on 17th November 2025 at 1300 at Riverside Health Centre

Present:

Deirdre Conn, Anne Walker, Katie Byford, Hannah Mark, Ray Hall, Steve Butcher, Susan Wootton, Janice Merrick, Carmel Lo, Joy Baker and Zoe Cronin.

1. Welcome

Deirdre opened the meeting and all members introducing themselves to the group. There were two new members Janice Merrick and Steve Butcher.

2. Apologies: Gus Fidgett, Hugh Cronin, Jenny Wightman, Jill Farmer and Joan Brightwell.

3. Minutes of the meeting held on 22/9/2025 - accepted with no comments or changes.

4. Matters Arising

- Katie gave brief review of the recent Riverside Health Centre Survey and its outcomes. This survey was randomly sent to 248 patients.
- There was also some clarification and discussion on the working of the Anima booking system. It was explained that all requests are triaged by the Doctors. However, there was a shortage of slots after 07.30 and the average waiting times for routine appointment was 7-10 days.
- The PPG mentioned that some of the Anima medical questions were problematic and required adaptation or refining and that a separate meeting with the practice on this may be helpful.
- Clarification on ICB/Health Authority was discussed together with encouraging patients to attend SNEE meetings.
- The MyChart app was also discussed. My Chart is different from the NSH app in that it is used by the Trusts to record patients results for tests carried out in the hospital. It was found to be a useful application and that patients should be encouraged to download and use it to view medical records however it did not cover historical records.

5. Update from the SNEE Network Meeting - 23rd October.

Susan Wootton updated the group on the SNEE meeting she attended which was seen as informative and useful in the areas of Co-Production in SNEE and Mental health in schools.

Mental Health support was available using 111 and option 2. The Can-do initiative by SNEE was also raised.

6. Representative for the meeting on the 27th November-

A SNEE meeting representative was sought by Deirdre for the next online meeting, she would send details when received.

7. Potential PPG Projects

Potential projects were discussed including:

- the possible production of a practice Newsletter - a copy of the Mersea Island Medical Practice newsletter was provided as an example which showed such topics as Practice News, Emergency Dental service, Wellness campaign, Ten-year NHS plan, Health watch Essex, MI Development, changes to ICB, etc. The practice confirmed that they do have social media (Facebook) presence and would look to promote and update it.
- Providing assistance at various clinics i.e. Flu vaccinations.

8. News from the Practice.

- Katie and Hannah representing the Practice, gave an update on new personnel which included a Nurse Practitioner (Claire) to replace John Buckley and the introduction of a new paramedic (Louise). At the present time there were 2 HCA's, but one was due to leave in December and a replacement was to be sought.
- Help with Digital Access (i.e. Anima) was presently provided in the surgery once a month but was due to cease in the new year.
- The group was also told that the practice Dispensary would be only taking cards for payment in the new year.

9. AOB

There was some discussion that Thursdays would be a better day for the PPG meetings and that some investigation had been done to look at a different venue for future meetings.

10. Next Meeting

The next meeting will be on Thursday 19th February at Mistley Church hall at 10.00PM