

Riverside Health Centre

Patient Participation Group (PPG)

Minutes

Meeting held on 19th February 2026 at 1000 at Mistley Church Hall

Present:

Deirdre Conn, Katie Byford, Hannah Mark, Steve Butcher, Susan Wootton, Joy Baker and, Jill Farmer, Jenny Wightman and Trevor Robinson.

1. **Apologies:** Gus Fidgett, Joan Brightwell, Anne Walker, Ray Hall, Janice Merrick, Zoe Cronin and Carmel Lo.

2. Welcome:

Deirdre opened the meeting and all members introducing themselves to the group. There were two new members Jenny Wightman and Trevor Robinson.

3. Minutes of the meeting held on 17th November 2025:

There was one query from Katie re a statement about Anima re available slots and routine appointments. It was agreed this would be removed.

4. Matters Arising:

All matters arising were included in today's agenda.

5. Update from the SNEE Network Meeting - 11th December

Steve Butcher updated the group on the SNEE meeting he attended in December. He started by describing some of the major changes happening in Essex and Suffolk to align new strategic authority boundaries.

The current 6 ICBs in the East of England will be reduced to 3. A new, single Essex ICB is being established. This will merge the existing Mid and South Essex ICB with the North East Essex area (currently part of SNEE ICB) and the West Essex area (currently part of Herts and West Essex ICB).

NHS Norfolk and Suffolk ICB - The current Suffolk and North East Essex (SNEE) ICB and Norfolk and Waveney ICB will be abolished and merged to form a new combined Norfolk and Suffolk ICB.

A discussion was had at the SNEE meeting as to how this would affect their patients. An example was given by Trevor of a patient from East Bergholt having had an orthopaedic procedure at Colchester hospital in which their social care was then handed over a Suffolk team.

Other items:

- The Be Well bus scheme will be stopped in the near future.
- The environment was responsible for 55% of health outcomes.
- There was an emphasis from the SNEE team that the flu strain was a strong one with encouragement to get vaccinated.
- Deirdre to find out the dates for future SNEE meetings.

6. Updates from PPG Chairs Collaborative meetings on 19th November and 14th January - Deirdre

Deirdre stated that the meetings normally had a presentation from a health related body. At the November meeting it was Headway Suffolk and in January there was a CQC presentation.

The CQC said that they were going through change and they were moving away from scoring to a more sector specific frameworks. They said they inspect 6330 GP practices and 137 Trusts.,

At both meetings there was a discussion about My Chart and the NHS apps.

7. News from the Practice - Katie and Hannah

Katie gave an update on staff changes at the practice - Jo Weedon left at Christmas. There was now a new practice nurse Debbie who has increased her hours to cover asthma and diabetes. HCA Sharon left in December, Sarah has replaced her and started in January.

Katie told the group that the Colte Partnership was going to dissolve in March as the reduction in the number of practices meant it would be no longer viable. Many contracts have been managed by Colte so Riverside are now going to have to cover some of these contracts themselves e.g.HR function.

A question was raised as to the impact on patients - Colte runs the extended hours for practices. Riverside will have to join a new PCN looking locally with the new neighbourhood structure in mind, which will replace PCN's. This will mean the practices are more geographically connected.

Anima - some changes are in place - no verification will be required. If a patient doesn't have an account they cannot see their history. From the 4th March Anima will integrate with the NHS app. There was a short discussion about the frustration that some of the questions raised on Anima that needed an answer.

Hannah presented the new DNA Policy (Did Not Attend) which commenced in December 2025. Currently there are between 50-80 missed appointments per month. Hannah described the contacting process that the practice uses - if there are 3 missed appointments in a year the patient gets a formal warning if there is a further DNA the partners will discuss for a final decision re removing the patients registration from the practice.

The group was reminded that the practice Dispensary would be only taking cards for payment.

Katie was asked whether there had been any further progress on finding new accommodation for the practice - Katie confirmed it was on-going but moving away from the ICB makes progress unknown.

8. AOB

There was a general feeling that having the meeting in the Church Hall was preferable to the reception area in the practice and Joy confirmed that this arrangement could be on-going. Many thanks to Joy for organising the Church hall and the refreshments.

Deirdre stated that there had been some discussion with the practice re future dates for the meetings and new dates were agreed for 2026.

Confirmed dates are now on Thursdays at 10am at the Church Hall, New Road Mistley:
16th April (was 2nd April); **25th June** (was 4th June); **24th September** (was 3rd September) and **26th November** (was 5th November).

The next meeting will be on Thursday 16th April - Mistley Church Hall at 10am.