

PPG Chairs Collaborative ~ Riverside Health Centre Manningtree

Riverside Health Centre

Number of patients = approx. 6560

Covers the geographic area of Manningtree, Brantham and surrounding villages.

Now part of the Stour Estuary PCN which consists of Ardleigh Surgery, Fronks Road Family Surgery (Harwich), Harewood Surgery (Great Oakley), Mayflower Medical Centre (Harwich) and Riverside Health Centre (Manningtree).

What services does your surgery provide? Services include: below are eg's

- Physiotherapy
- Dispensary
- Mental Health nurses
- Specialist social prescriber – not currently employed (?shared PCN role)
- Accredited Veteran friendly practice.

Who does the surgery provide GP services for?

Breakdown of patients by age:		
0-18 yr = 1288		66-80 yr = 1171
18-65 yr = 3732		81+ = 363

Surgery Patients		Care Home patients - 94
3192 patients with long term conditions:		What long terms conditions exist and what % of patients have long term conditions.
Atrial Fibrillation –		Asthma
Heart failure		COPD - Chronic obstructive pulmonary disease
CHD – Coronary Heart disease		CKD – Chronic Kidney disease
Hypertension – blood pressure		Dementia
Stroke		SMI – severe mental illness – diagnosis of psychosis, schizophrenia or bipolar affective disorder
Diabetes		

There are two Care Homes – Mistley Manor with on average 15pts seen weekly on a ward round and Acorn Village with an average of 3-4 patients also seen weekly.

What initiatives have been implemented locally?

As a practice we have taken part in a few initiatives with work set up by drug companies and the GPPC, this data was completed by Clinical Pharmacists or Specialist Nurses for conditions including, diabetes, hypertension and healthy hearts.

Doctors

Surgery has 3 partners – 2 male 1 female -
1 x 4 session salaried GP for 2 days/week
1 part time GP 3 x full time partners

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BMA recommend a move to 15-minute appointment slots- as a surgery we have offered this for over 1 ½ years.

What is the average number of patients seen per day? 75 total number includes face to face and on the phone.

Other Staff include:

Riverside employs:

1x Paramedic, 1 x Nurse Practitioner, 2 x nurses, 2 x Healthcare Assistants, 1 x Pharmacist (PCN), 2 x Physio (PCN), 1 x Care Coordinators, 4 x admin, 1 x Dispensary manager, 3 dispensers, 1 x Practice Manager, 1 x Assistant Practice Manager.

Access to Appointments:

Patients can make appointments to see a clinician by submitting a request on Anima. This is triaged by our in call GP. If a patient is unable to submit their own request they can call or come in to the surgery and we will assist with submitting the request. The practice may contact their patients via Anima, phone call, SMS, email and/or the NHS App.

Enhanced Access:

As a surgery we also offer appointment in our Enhanced access service, this is offered at Mayflower Medical Centre in Harwich. We are able to offer evening or weekend appointments this can be face to face/telephone. These consist of a selection of GP, NP, HCA and Nurse appointments.

PPG Volunteer Projects:

- Encourage membership of PPG – handed out leaflets at flu vaccination drive one Saturday morning in 2025.
- PPG meetings 5 per year now in Church Hall in Mistley, previously in Reception area of the practice during lunchtime.
- Additional PPG volunteer support meetings to discuss the ongoing matters/ projects.

PPG volunteer group is made up from patient volunteers with a variety of experience. Our current project for the next period is to review patient feedback and information.

Questions and General Comments:

The Surgery building is in a poor state and does not provide enough space to serve our patients and allow for adequate space for clinical and administrative staff to do their jobs. The practice is limited to the number of clinical/admin staff they can employ due to lack of working space.

The initiative to acquire new premises has been on going since 2003 when there were 3600 patients and now there are 6500pts. The land that the practice sits on is owned by the Co-op and includes Boots the chemist. The main sewer from the High St runs under the site.

2019 – plans were submitted by the ICB but in 2020 the Council turned them down because they regarded the new site as a poor location for the patient population. 2024 – SNEE did a feasibility study to look at alternative sites. No further progress made.

PPG Chair now given the green light to contact Bernard Jenkin and invite to invite him for a visit.