

## **RIVERSIDE HEALTH CENTRE PPG MINUTES 07.03.24**

Present: Jill Farmer, Pam, Kate, Dr. Ada, Iris, and guest Sophie (Social Prescriber).

Apologies: Deidre, Jill Clarkson, Mel.

Minutes from last meeting accepted.

No matters arising.

No reports.

**News From The Practice** - Kate told us that it was a challenging time for the Practice with the loss of one receptionist and Kate and Mel having to cover her duties, but a new receptionist started this week (Cobie). There is also a secretary retiring and the Practice is recruiting.

The Practice is now an 'Accredited Arms Forces Veteran Friendly GP Practice'; this also includes the Merchant Navy. These Veterans will be considered a priority (e.g. for PTSD) and will be seen quicker. All our GPs are aware of this.

**SYSTEM 1** – the new I.T. system has been turned on and is doing fine. Online access will be affected as the Patients Access is linked to the old system and will need to be re-verified by the patient going to the NHS App. and they will need a recent photo and ID e.g. passport. It's a stressful time for all staff but will make communications with other professionals easier. The old system crashed often and the new will be better once everyone is used to it.

**SOPHIE (Social Prescriber)** is based in Harwich and covers the Tendring area. Social Prescribers take the pressure off Practice staff and deal with social isolation, low-level Mental Health, benefit issues, food banks, hairdressers, weight management etc. She has a clinic on Fridays and makes phone calls on Tuesday. 2 appointments are kept open for face-to-face consultations.

**SOCIAL PRESCRIBING DAY** - 12 tables for e.g. Citizens Advice, Bereavement. Chiropody, Resilience, Diversity & Cultural, Age Well (used to be Age Concern) at the Harwich and Dovercourt Hub, There may be transport. This is on 14/03/24. This is a Public Event and covers 3 clinics. There are posters. PPG members were invited to place them. Brantham, East Bergholt and Bradfield are included.

**MENTAL HEALTH** – This was raised by a member of PPG as a problem, what help is available? It was suggested that there could be a referral to Sophie or a Mental Health Practitioner without seeing a GP. Tochi is our Mental Health Nurse who can perform triage.

**ANY OTHER BUSINESS** –Pam raised the usefulness of Seated Yoga, she has tried this and it is very good BUT once a participant has completed their 1 hour 20 minutes there is

nothing to move on to. Sophie will look into this but did suggest 'Body Tonic' at the Venture Centre or Seated Yoga at Bradfield (but these are all privately run and charge, plus there is no transport). There needs to be a properly funded follow-on.

**ACTION - SOPHIE – to look into a follow-up to Seated Yoga.**

Pam will be moving in the near future (to be closer to her daughter), she is thus worried about our PPG not being able to provide a quorum for our meetings (today there are only 3 'patient' members). Our quorum is 3 only but today we only just reached that.

We need to advertise for new members. Perhaps have a promotional day.

Also mentioned was a coffee morning at Manningtree library on Wednesdays. We could use this for promotional purposes. The lady who runs it is called Michelle.

**ACTION – IRIS – Check out this Coffee Morning for promotional purposes.**

**THE DATE OF THE NEXT MEETING WAS NOT SET AND KATE AND IRIS WERE TO FIND A DATE. THIS HAS NOW BEEN DONE AND THE NEXT MEETING WILL BE 30<sup>TH</sup> MAY 2024 13.00 AT THE PRACTICE AS USUAL.**