

Meeting of Riverside and Tower House PPG

Date:  
Monday 3<sup>rd</sup> April 2017

Time:  
9.15am

Venue:  
Riverside Surgery, Bovey Tracey

**PRESENT:**

Michael Benson (Chair)

Anne Broom

Rob Dixon

David Ellis

Alana Gunbie

Fiona Halstead

Carol Ramsay

Rod Wallace

Bob Alford (Volunteering in Health)

Chloe Myers (Wellbeing Team)

Jade Medlyn (Note taker)

**APOLOGIES:**

Rachael Cameron, Amanda Coleridge, Dr Paul Russell, Sally Titchener, Pamela Tuckett

Item:	Subject:	Action:
1.	Michael welcomed new members Carol and David to the PPG, and visitors, Bob and Chloe (Volunteering in Health) to the meeting	
2.	The notes of the meeting held on 23 <sup>rd</sup> February 2017 were approved and signed.	
3.	<p><b>Matters arising:</b></p> <ul style="list-style-type: none"> <li>• Bob and Chloe attended the meeting (instead of Janette Osmand) and introduced themselves to the meeting.</li> <li>• Automatic doors at Tower House – Michael has come to a standstill as to where to go from here, not getting anywhere with quotes. Asks the room for ideas. <ul style="list-style-type: none"> <li>○ David suggested “Southfield Windows” and Bob Alford suggested “Sawmills”</li> </ul> </li> <li>• Safe access/egress from Riverside – in progress – PPG would like timescale/review. Michael to follow up with Amanda</li> <li>• Light fittings at Tower House – Carol raised query as to the timescale to which this is likely to be sorted – Michael will follow up with Amanda</li> </ul>	

	<ul style="list-style-type: none"> <li>• Ground Floor disabled toilet – Suggestion to move hand-dryer to same side as sink to improve manoeuvrability.</li> <li>• Review access to surgery for the disabled/external ramp (make more signs/posters)/suggestion of walk around for the disabled and partially sighted like the dementia walk around.</li> </ul>	
4.	<p><b>Standing Item – VPPG:</b></p> <ul style="list-style-type: none"> <li>• Michael suggested widening the virtual group to all patients with an email address. Core Group felt this was a good idea.</li> <li>• Alana raised the question of what happens to those patients without email.</li> </ul>	
5.	<p><b>Standing Item – Patient Feedback:</b></p> <ul style="list-style-type: none"> <li>• Friends &amp; Family – very positive, low response back however, both patients were from Bovey</li> <li>• Suggestion Box –</li> <li>• NHS Choices - Nil from last meeting</li> </ul>	
6.	<p><b>Standing Item -Patient Participation Locality Forum:</b> Sally to attend the next meeting on 24<sup>th</sup> April 2017.</p>	
7.	<p><b>Patient Survey 2016:</b></p> <ul style="list-style-type: none"> <li>• Michael reported the main problem is appointments – main themes <ul style="list-style-type: none"> <li>○ Not getting appointment when patients want it</li> <li>○ Not getting the practitioner they want</li> </ul> </li> <li>• How to address these problems? <ul style="list-style-type: none"> <li>○ ?writing on the chalk board in the Co-op something to the effect of not forgetting GP appointments, so when patients standing in queue it will remind them</li> <li>○ put up posters around practice each month regarding the hours of appointments missed for patients – to show them why they can't get an appointment</li> <li>○ add the stats on Facebook</li> <li>○ include nurse appointments as well as GP's</li> <li>○ review against national statistics</li> <li>○ sample week to look at data closer – age groups (if we can), the day of the appointment, for Nurses and GP's, how long the appointment was.</li> </ul> </li> </ul>	

8.	<p><b>Community wellbeing day:</b></p> <ul style="list-style-type: none"> <li>• Bob and Chloe introduced themselves and the organisations they work/volunteer for</li> <li>• Bob talked about Volunteering in health <ul style="list-style-type: none"> <li>○ 30 year plan</li> <li>○ Active/inactive elderly</li> <li>○ Works with Channel View in Chudleigh at the minute</li> <li>○ Need certain information from us regarding the patients (i.e. dementia) to ascertain their needs transport wise</li> <li>○ Need to have insurance/license/DBS check for the charity he works for</li> <li>○ With regards to insurance they must be notified if you start to do volunteer driving</li> <li>○ All drivers have mobiles on them if any problems occur</li> <li>○ They don't have first aid training – the are only told to put patient in recovery position and call 999</li> </ul> </li> <li>• Michael has spoken to Channel View PPG and they would like to work together on the wellbeing day (or whatever is decided)</li> <li>• Tariffs for transport - Chloe will email.</li> <li>• Michael will compile a list of what ideas could be done instead of wellbeing week as previously suggested</li> <li>• Michael will also look at putting Volunteering in Health information on Facebook and the PPG folders</li> <li>• Devon Carers – to be asked to get involved in wellbeing event.</li> <li>• How can we keep track of how many patients use the folders ?a tick sheet (anonymised) for patients to tick when they have read the folder.</li> </ul>	
	<p><b>Dementia Awareness – Expert by Experience:</b></p> <ul style="list-style-type: none"> <li>• We have made contact with Liam McGrath and he is happy to come to the surgery to arrange a walk through and the Core Group agreed this would be a good idea. Fiona volunteered to be involved in this piece of work &amp; Michael will make sure details get forwarded to Fiona.</li> <li>• Carol mentioned another group similar called “Purple Angel”</li> </ul>	
	<p><b>Facebook Update:</b></p> <ul style="list-style-type: none"> <li>• 170 likes on the page now</li> </ul>	

	<ul style="list-style-type: none"> <li>• Interestingly 1 unlike of the page</li> <li>• Most viewed pages are still the Home/Events page</li> <li>• More people are accessing the page via their mobile phone</li> <li>• More 15-18 year olds are accessing the page than previously</li> </ul>	
	<p><b>Reducing Missed Appointments:</b></p> <p>See item 7 above.</p>	
	<p><b>Review of Terms of Reference:</b></p> <ul style="list-style-type: none"> <li>• Group agrees to share emails in the CORE PPG (those who attended)</li> <li>• Agree all patients to be in the VPPG, unless they specifically opt out</li> <li>• MB to update Terms of Reference</li> </ul>	
	<p><b>Date of next meeting:</b></p> <p>Thursday 25<sup>th</sup> May 2017</p> <p>(Apologies noted for Carol &amp; Rob.</p>	

Signed:..... Chair

Date: .....