

Meeting of Riverside and Tower House PPG

Date:
Monday 3rd 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 rd February 2017 were approved and signed.	
3.	<p>Matters arising:</p> <ul style="list-style-type: none"> Bob and Chloe attended the meeting (instead of Janette Osmand) and introduced themselves to the meeting. 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"> David suggested “Southfield Windows” and Bob Alford suggested “Sawmills” Safe access/egress from Riverside – in progress – PPG would like timescale/review. Michael to follow up with Amanda 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 	

	<ul style="list-style-type: none"> • Ground Floor disabled toilet – Suggestion to move hand-dryer to same side as sink to improve manoeuvrability. • 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. 	
4.	Standing Item – VPPG: <ul style="list-style-type: none"> • Michael suggested widening the virtual group to all patients with an email address. Core Group felt this was a good idea. • Alana raised the question of what happens to those patients without email. 	
5.	Standing Item – Patient Feedback: <ul style="list-style-type: none"> • Friends & Family – very positive, low response back however, both patients were from Bovey • Suggestion Box – • NHS Choices - Nil from last meeting 	
6.	Standing Item -Patient Participation Locality Forum: Sally to attend the next meeting on 24 th April 2017.	
7.	Patient Survey 2016: <ul style="list-style-type: none"> • Michael reported the main problem is appointments – main themes <ul style="list-style-type: none"> ○ Not getting appointment when patients want it ○ Not getting the practitioner they want • How to address these problems? <ul style="list-style-type: none"> ○ ?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 ○ 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 ○ add the stats on Facebook ○ include nurse appointments as well as GP's ○ review against national statistics ○ 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. 	

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

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

Signed:..... Chair

Date: