

Meeting of Riverside and Tower House PPG

Date:
Thursday 16th June 2016

Time:
9.15am – 11.30am.

Venue:
Tower House, Surgery,
Chudleigh

PRESENT:

Michael Benson - Chair

Rachael Cameron

Fiona Halstead

John Northcott

Sue Smith

Pamela Tuckett

Andrew Turnbull

Rod Wallace

Amanda Coleridge - Practice Manager

Dr Paul Russell – Lead GP

APOLOGIES:

Patrick Stock, Anne Broom, Jenny Connelly

Item:	Subject:	Action:
1.	Sue Smith was welcomed to the Core Group and apologies noted as above.	
2.	<p>Anna Juett and Tanya Drew from the Clinical Research Network were welcomed to the meeting and explained the role of the network and the importance of GP practices to research. They explained the research projects the practice is currently involved in and why patient involvement is important. The network is keen to promote research in the community and the PPG is a good vehicle for this. The network is keen identify "Research Ambassadors" to link the network with PPGs.</p> <p>Link: 2016.06.16 - CRN & Public Involvement.pptx</p>	C.PPG to identify 'Ambassador' for this role at next meeting if any interest.
3.	The notes of last meeting were agreed and signed by the Chair.	
4.	<p>Matters arising:</p> <ol style="list-style-type: none"> 1. Contact had been made with Chudleigh Health Centre and whilst they are keen to engage, the PPG is still in its infancy. 2. Self Booking in screens – Practice was frustrated that despite the wiring and brackets being installed they were still waiting for the 	

	<p>CCG to supply the screens.</p> <p>3. Rather than purchase chair risers, the existing chairs had been re-arranged to ensure the high chairs and those with arms are in the most accessible positions. As funding is identified, the low chairs will be replaced with high chairs.</p> <p>4. MB & FH had met with Mac Hood from Moretonhampstead and Lustleigh PPG & MB had also been in touch with Dr McCleod an Exeter GP who had shared information on their local community projects to combat isolation and loneliness.</p>	<p>MB to find out further information about North Dartmoor Care and 'Beyond Bingo'.</p>
5.	<p>Appointment of Vice or Co Chair.</p> <p>Following discussion within the group it was agreed that for clarity and succession a Vice Chair should be appointed. Where possible, the Vice Chair would be appointed from the opposite surgery to the Chair. Volunteers for the role of Vice-Chair would be sought, from Riverside if possible, and if more than one expression of interest, the group would vote.</p>	<p>MB to email the Core Group seeking expressions of interest.</p>
6.	<p>Standing item:</p> <p>No issues or suggestions have been raised by the V.PPG since our last meeting.</p>	
7.	<p>Standing item:</p> <ul style="list-style-type: none"> • Friends and Family Test – Six responses and all likely or very likely to recommend the practice to a family or friend with positive feedback • Suggestion Box <ol style="list-style-type: none"> 1. The white hazard lines on the front steps need re-painting and this work would be completed before the winter. 2. Lunchtime closing – Staggering staff lunch breaks to remain open would impinge on patient services during our busier surgery times. We do maintain a telephone service during the lunch break and we are improving patient on line access to our services all the time. • NHS Choices Feedback– “medical staff extremely proactive and helpful” “The reception staff are very professional too” 	
8.	<p>Standing item:</p> <p>Rachael gave feedback from Newton Abbot Patient Participation Locality Forum. Formal minutes to be circulated in due course.</p> <p>The Group discussed the Community Services</p>	<p>MB & PT to attend next meeting on 15th July.</p>

	<p>Reconfiguration Public Consultation which is now likely to be launched in early autumn and how the PPG can ensure the practice view and that of patients is heard. Key stakeholders from each locality, including PPG reps have been involved with the CCG in the process so far. PPG members were invited to attend a Sustainability and Transformation Plan event on 21st June.</p> <p>The Forum is keen to build on a shared repository of information; i.e. health awareness campaigns etc.</p> <p>It was noted the existing Chair of the Newton Abbot Forum had resigned.</p>	
9.	<p>“Working together – A conference for patients Groups”</p> <p>14th July.</p>	MB & SS to attend.
10.	<p>“Making a Start”</p> <p>MB & RC had made an excellent start at producing the first draft of four patient leaflets they had produced following discussions with input from a receptionist, a doctor, practice pharmacist and practice manager. MB, RC & SS agreed to take all ideas and suggestions from the Group and re-draft into 3 leaflets in A5 leaflet format. Once finalised and approved by the practice, the leaflets would be placed in local outlets.</p> <p>Facebook – acknowledged it is a great resource to reach the younger population and we need to identify someone who is ‘willing and able’ to manage this project.</p>	MB, RC & SS to re-draft leaflets and email to Group for further comment
11.	<p>AOB:</p> <p>Newsletter articles – Agreed articles written on behalf of the PPG should be emailed to the Core Group for approval prior to publication with a reasonable response date.</p> <p>Text Reminder Service was an excellent service, but there had been occasions when the system had failed and many patients now rely on that text reminder which may increase DNAs.</p>	AC to report to IT to investigate.
	<p>Dates of next meeting:</p> <p>Thursday 21st July at 9.15am – venue tbc</p> <p>Thursday 29th September at 9.15am – venue tbc</p> <p>Thursday 24th November at 9.15am – venue tbc</p>	

Signed:..... Chair

Date: