

Meeting of Riverside and Tower House PPG

Date:
Tuesday 12th December 2017

Time:
10.00am

Venue:
Tower House Surgery,
Chudleigh

PRESENT:

Michael Benson (Chair)

Fiona Halstead

Pamela Tuckett

John Northcott

Alana Gunbie

Carol Ramsay

Raymond Street

Maciej Surzyn

Amanda Coleridge

APOLOGIES:

Anne Broom, Rachael Cameron, Sally Titchener, Rob Dixon, Leighton King, Kelly Hayman-Bruce, Rod Wallace, Dr Paul Russell.

Item:	Subject:	Action:
1.	The chair welcomed the Group and apologies were noted.	
2.	The notes of the meeting held on the 2 nd November 2017 were approved and signed by the Chair.	
3.	<p>Matters arising:</p> <ul style="list-style-type: none"> a) Automatic Doors – Work continues to identify funding for this project at Tower House and enquiries have been made through Chudleigh Town Council, Teignbridge District Council, Devon County Council and Bovey Alms Trust to source grant funding. b) Devon Carers – Sally intends to visit after Christmas to obtain feedback from Carers about patient services. f) Some chairs had been removed from the waiting room at Riverside to make more space for wheelchairs/pushchairs etc. h) Did not attends - Although data was not available, it was felt the overall number of 'Did not attends' had reduced in the practice as a result of the recent campaign. <p>4. Health Navigation – Staff training was expected to take place in February with roll out to patients in March/April 2018.</p> <p>6. E-consult – Implementation was likely in April 2018.</p> <p>7. New Model of Care – Next stakeholder meeting</p>	

	<p>was scheduled for 30 January 2018.</p> <p>8. Lighting at Tower House – Improvements to the Waiting Room were in hand.</p>	
4.	<p>Standing Item – PPG Feedback</p> <p>There had been feedback about concerns with communications at Tower House and non-urgent messages from patients to doctors not being responded to in a timely manner. The Core Group had not experienced this particular problem.</p> <p>There was discussion about the communication with patients obtaining their test results etc. and it was felt it would be helpful if the Receptionist could give the patient a clearer indication of any further action. Receptionists are not clinically trained and could only pass on any comments the doctor had reported on the result.</p>	<p>The practice acknowledged that non-urgent work is not always managed in the timely manner patients expect. The practice was currently reviewing demand and capacity at Tower House.</p> <p>Amanda would ask the doctors to be as explicit as possible in their comments to help the Receptionist inform the patient of the outcome of results to avoid unnecessary anxiety.</p>
5.	<p>Standing Item –</p> <p>Friends and Family Test – 11 responses. Ten responded they were extremely likely and one likely to recommend the practice to friends and family and there were many positive comments. There was feedback about the lighting in the Waiting Room at Tower House which is being addressed and one about getting appointments.</p> <p>Suggestion Box – Nil to report</p> <p>NHS Choices – Nil to report</p>	
6.	<p>Standing Item –</p> <p>Feedback from Patient Participation Locality Forum –</p> <p>There was nothing to report to this meeting and any notes from Forum meetings will be circulated in due course.</p>	
7.	<p>Arrangements for AGM:</p> <p>It was confirmed the AGM would be held on Wednesday 17th January at 6.00pm at Tower House, Chudleigh followed by an Open Meeting on Monday 29th January at 6.00pm at Riverside Surgery, Bovey Tracey.</p> <p>The role of Chair was discussed as well as the frequency of meetings. It was agreed the role of the Chair could be less onerous by delegating tasks to Core Group members with interests in particular projects. It was agreed the frequency and day/time of meetings would be discussed by the Core Group after the AGM.</p>	

	<p>Michael Benson was nominated for Chair, Rod Wallace for Vice Chair and Amanda Coleridge as Secretary. Further nominations for these roles would still be welcomed from any other Core Member and anyone interested should advise the Chair of their intentions by no later than Wednesday 3rd January 2018.</p> <p>It was agreed to invite Jo Curtis, Patient Engagement Lead, for our CCG to attend the AGM.</p> <p>Fiona Halstead confirmed she would now stand down from the Core Group and was thanked for her valuable contribution to the Group over the past few years.</p>	AC to invite Jo Curtis
8.	Facebook Update – Michael continues to update our Facebook page with topical issues and all members were encouraged to identify any other items of local interest for Facebook.	
9.	<p>Patient Newsletter</p> <p>Ray Street was thanked for kindly producing the latest Patient Newsletter and the new layout had already received very positive feedback.</p>	
10.	<p>Date of next meeting:</p> <p>AGM: Wednesday 17th January at 6.00pm Tower House Surgery, Chudleigh</p> <p>OPEN MEETING: Monday 29th January at 6.00pm Riverside Surgery, Bovey Tracey</p> <p>The AGM and the Open Meeting are open to all registered patients of the practice and their Carers. Patients may attend either or both meetings.</p>	

Signed:..... Chair

Date: