

## Meeting of Riverside and Tower House PPG

Date:  
2<sup>nd</sup> November 2017

Time:  
2.15pm – 4.15pm

Venue:  
Riverside Surgery

### PRESENT:

Michael Benson (Chair)

Rod Wallace

Maureen Birrell

Anne Broom

Rachael Cameron

Rob Dixon

Alana Gunbie

Fiona Halstead

Leighton King

John Northcott

Ray Street

Pamela Tuckett

Amanda Coleridge (Practice Manager)

### APOLOGIES:

Ian Barclay, Kelly Hayman-Bruce, Carol Ramsay, Sally Titchener, Dr Paul Russell.

Item:	Subject:	Action:
1.	The Chairman welcomed two new members to the group.	
2.	The notes of the meeting held on the 15 <sup>th</sup> September 2017 were approved and signed by the Chair.	
3.	<b>Matters arising:</b> <ul style="list-style-type: none"> <li>a) Automatic Doors – Work was continuing to try and access funding for this project at Tower House to improve access.</li> <li>b) Devon Carers – Sally arranging to attend their next meeting to seek feedback.</li> <li>c) Befrienders – Acknowledged donation to the practice to fund an examination couch x 1, pulse oximeters x 3 and Dial Checks x 2. Donations are much appreciated by the practice to improve the services we offer patients.</li> <li>d) Telephone queue – The practice acknowledged it had been under pressure over the last 2 – 3 months due to the holiday period and some new staff. During the week 4<sup>th</sup> September 51% of all calls at Riverside were answered within 80</li> </ul>	

	<p>seconds and 78% of all calls at Tower House and the PPG felt this was not unacceptable. (Post meeting: week commencing 30<sup>th</sup> September 57% of all calls at Riverside were answered within 80 seconds and 75% at Tower House). The practice is currently undertaking its annual patient survey and will review further feedback in due course. It was noted the CCG will be installing a new telephone system in the practice early in the New Year. This will allow greater inoperability for the practice and across the healthcare sector but should not directly impact on patients. The system has already been installed in other local practices.</p> <ul style="list-style-type: none"> <li>e) Patient Check-In – Following a system upgrade the self booking in system no longer displayed the name of the patient when booking in. The practice is unable to change this but agreed to put a request to the system provider.</li> <li>f) Wheelchairs/Pushchairs – It was suggested the removal of a few chairs from either end of the waiting room at Riverside would improve access and waiting space for wheelchair/pushchair users and this would be done.</li> <li>g) Appointments and reasons for - 95% of patients are happy to inform the receptionist of the reason for their appointments and this helps the doctor prioritise his workload. The practice acknowledges that some patients prefer not to give a reason on some occasions and this is quite acceptable.</li> <li>h) Did not attends – Thanks to some suggestions by Ray Street the practice now included a positive message with text reminders regarding cancelling appointments, and posters etc. The telephone system no longer withholds the surgery number so patients should be more aware when the surgery is trying to contact them.</li> </ul>	
4.	<p><b>Health Navigator Training:</b></p> <p>The practice is currently working with our neighbouring practices in Newton Abbot to develop staff skills and knowledge with new clinical protocols to enable the reception team to be increasingly skilled and confident in signposting patients directly to the most appropriate sources of help, this could be signposting to the most appropriate professional; i.e physio, pharmacy, inhouse pharmacist, nurse practitioner, podiatry or web and app based portals for self-help and self-management resources.</p>	

	In the meantime patients can access information on the practice website regarding access to medical services in our area or pick up an information leaflet from the reception areas <a href="#">PPG Leaflets\PPG Leaflet - PPG 3 v.1.pub</a>	
5.	<p><b>Extended Access:</b></p> <p>By March 2019 Torbay and South Devon Clinical Commissioning Group(CCG) is mandated by Government to provide access to GP appointments at evenings and weekends. This does not require every practice itself to be open each evening or weekend but it does mean that patients anywhere should be able to book appointments when they need them. We will be working with Torbay and South Devon CCG and our Newton Abbot colleagues to see how this service can best be provided across our local population of 68,000 within the resources available. The Government has mandated an additional 30 minutes consultation capacity per 1000 population per week (rising to 45 minutes for 1000 population). For our Newton Abbot Locality this equates to 34 hours/week to cover evenings from 6.30pm – 8.00pm and both Saturdays and Sundays to meet local population needs.</p>	
6.	<p><b>e-consult</b> – The Government has now given the green light on this project and the CCG will now be submitting a plan to obtain the funding. We will then be looking to implement this across our locality. This platform allows patients to consult with their own NHS GP simply by completing a quick online form. Kingskerswell Surgery have been piloting this facility and received positive feedback. For further information you can visit <a href="https://econsult.net/">https://econsult.net/</a> or <a href="https://kkippsurgery.net/">https://kkippsurgery.net/</a>.</p>	
7.	<p><b>Update on new Model of Care</b> – Torbay and South Devon NHS Foundation Trust had just issued their latest newsletter (which had been circulated) on their work towards supporting more people to be able to live independently at home as promised in the Public Consultation on community services and the closure of community hospitals. You can access the newsletter at <a href="https://www.torbayandsouthdevon.nhs.uk/about-us/news-and-publications/">https://www.torbayandsouthdevon.nhs.uk/about-us/news-and-publications/</a> Or if you wish to be kept updated you can email <a href="mailto:tsdft.communications@nhs.net">tsdft.communications@nhs.net</a> and request to receive future issues.</p>	

8.	<p><b>Standing item:</b> Feedback identified by any member of the PPG</p> <p><b>Lighting at Tower House</b> – The practice recognises the lighting in the waiting room at Tower House is poor and will try to address this. It was suggested by two members of the group that LED bulbs might help.</p> <p><b>Appointments</b> – A patient had contacted our local MPs about inadequate funding of GP services causing serious delays for patients wishing to consult a doctor and noted the response from Jeremy Hunt.</p>	Practice to review lighting.
9.	<p><b>Standing item:</b> Review of patient feedback about the services delivered by the practice –</p> <p><b>Friends and Family</b> – Comments reviewed, many positive comments, main concerns re wait for appointments.</p> <p><b>Suggestion Box</b> – One comment on the content of the display screen in the waiting room. Discussed and generally felt the information was informative and useful and agreed to mute the music.</p> <p>One comment regarding the patient WC at Riverside – to be reviewed. Further comments regarding friendly reception staff and ‘first class’ service.</p> <p><b>NHS Choices</b> – Two new entries regarding Tower House and both very positive.</p> <p>There was discussion regarding the availability of water for patients and it was felt patients are only in the surgery for relatively short periods, many people routinely carry water, and it was quite acceptable for patients to request water from reception. It was also felt the cost of renting the coolers, regular sanitisation, and storing and handling the heavy water bottles outweighed the benefits. A notice to this effect would be put in the waiting area. It was practice policy for a jug of water to be available during recognised ‘heatwaves’.</p> <p>The PPG wished to feedback to the reception staff how friendly, helpful and professional they are, recognising many patients by name and the recent Saturday Flu Clinics had been managed very efficiently in a calm and friendly manner.</p> <p>The PPG volunteers were thanked for their efforts at the Flu Clinics to encourage patients to sign up for Information</p>	<p>New GP had commenced in early October to improve capacity.</p> <p>Music to be muted for atrial period.</p> <p>Patient WC at Riverside to be reviewed.</p> <p>A notice to be put in the waiting area.</p> <p>AC to feedback to staff</p>

	Sharing to improve the quality and the safety of the care patients receive from out of hours, A&E, community nurses etc.	
10.	<b>Standing Item:</b> The Patient Participation Locality Forum was to be held in November and Sally Titchener would be attending and feedback to the PPG.	ST to attend meeting in November
11.	<b>Facebook</b> Review of activity shows 'followers' increasing steadily and photographs attract most interest. PPG keen to attract more young followers. It was agreed Michael would meet with Jenny Elsie who works with children and young people to see how we can improve engagement. The PPG Facebook page has now been registered with the 'Discover Bovey Tracey' website to widen spread. Michael also suggested developing a video/series of photos on 'Day in the Life of a Receptionist' to help patients understand the pressures facing the team and how the work is managed.	MB to make contact with JE.
12.	<b>Appointment of Chair at AGM</b> Michael would be standing down as Chair at the AGM but would continue as a member of the PPG. It was acknowledged Michael had brought a lot of energy and enthusiasm to the Group to get it off the ground and any incumbent Chair would not necessarily need to continue with the same level of input and the frequency of meetings etc. would be reviewed at the AGM	PPG members to consider nominations for Chair and speak to Michael or Amanda if interested.
13.	<b>Community Notice Board</b> Agreed it would be useful to have a community notice board within the Waiting Rooms and Rachael for Tower House and Michael for Riverside agreed to keep them updated.	AC to identify notice boards for this purpose.
14.	<b>Bike Rack</b> The practice acknowledged the kind donation of a bike rack by Bovey Futures. The bike rack had been installed in the patient car park at Riverside and the practice would be encouraging patients to make use of this facility through the Newsletter, Facebook etc.	Item for Newsletter
14.	Date of next meeting: <b>TUESDAY 12<sup>TH</sup> DECEMBER AT TOWER HOUSE AT 10.00AM</b>	Please note change of date/time.

Signed:..... Chair

Date: .....