

Meeting of Riverside and Tower House PPG

Date: Thursday 21 st July 2016	Time: 9.15-11.15	Venue: Riverside Surgery, Bovey Tracey
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PRESENT:

Michael Benson (MB) - Chair

Fiona Halstead (FH)

John Northcott (JN)

Patrick Stock (PS)

Pamela Tuckett (PT)

Ann Broom (AB)

Rachael Cameron (RC)

Kelly Hayman-Bruce (KHB)

Dr Paul Russel – Lead GP (PR)

Amanda Coleridge (AC) – Practice Manager

Debbie Fenwick – Practice Nurse (Observing)

Karen Pleace – Office Manager (Note taker)

APOLOGIES:

Rod Wallace

Sue Smith

Post meeting – Andrew Turnbull, Jenny Connelly

Item:	Subject:	Action:
1.	Kelly Hayman-Bruce was introduced and welcomed to the group as a new Core Group member.	
2.	The notes of the last meeting were agreed and signed by the Chair.	
3.	<p>Matters arising:</p> <ul style="list-style-type: none"> Research Ambassador – Andrew Turnbull had previously expressed some interest in this role which was to champion patient awareness in research within the practice. As Andrew was not present this matter was adjourned to the next meeting. An invitation for the Vice Chair has been issued but so far there has been no take up. Anne Broom put forward Fiona Halstead's name but she felt she is unable to commit to this. Rachael Cameron is happy to assist for the summer but is not able to commit to the Chair next year. North Dartmoor Care - 15 minutes will be set 	<p>Agenda for next meeting</p> <p>Agenda for next meeting</p> <p>Agenda for next meeting</p>

	<p>aside at the next meeting for Michael to present the slides by Dr McLeod on local community projects.</p> <ul style="list-style-type: none"> Feedback from 'Working Together' Conference 	Agenda for next meeting
3.	<p>Extended Hours:</p> <p>The Practice was finding it difficult to staff the Saturday morning surgery at Tower House and proposed changing this session from the week end to an evening and asked the PPG to support this change. If the practice is unable to meet the full contract specification it would have to give notice on all the extended hours which would include the Monday evening at Riverside.</p> <p>Generally the extended hours appointments were booked by the receptionist signposting patients to those appointments who could not make a weekday appointment but the appointments were not embargoed to other patients and advertised on the website and in newsletters.</p> <p>The practice would look at the uptake of Saturday morning appointments compared to evening appointments to support its request to NHS England but anecdotally it was felt the evening appointments were more often fully booked.</p> <p>The practice would need to consult with staff and gain approval of NHS England before the change could be made. It was hoped to implement the change from 1st October if NHS England approve the change and any such change would be widely publicised to patients.</p> <p>The PPG supported the practice in this change.</p>	AC to consult with staff and submit application to NHS England.
4.	<p>Standing item:</p> <p>The Virtual Group had received copies of the agenda and attached documents but there was no further feedback.</p>	Email meeting notes to Virtual Group and upload to Practice website.
5.	<p>Standing item:</p> <p>Friends & Family Test results were reviewed. Many very positive comments but difficult to deal with specific issues as feedback is anonymous. It is a useful tool to identify trends and all feedback is shared with the practice team for reflection and learning. Comment made that some patients may prefer to give anonymous feedback "for fear</p>	Core members to encourage patients to complete Friends and Family Test available from the practice or the website.

	<p>of being removed from the practice list". The Group was assured this would not happen, although the practice did have the authority to remove patients for unreasonable behaviour such as violence and aggression or abusing the service. The Group will encourage patients to feedback using this tool and forms will be made available in waiting rooms as well as main reception desk.</p> <p>There was no new feedback from the Suggestion Box or NHS Choices since the last meeting.</p>	Forms to be placed in Waiting Rooms as well as Reception Desk to improve uptake.
6.	<p>Standing item: Michael Benson had attended the Patient Participation Locality Forum. The Chair, Carol Brown, had reconsidered her decision to resign and would now continue. Consultation for community services has now been delayed until September.</p> <p>(See attached document for notes)</p>	AC to circulate formal notes from the Forum to Core and virtual members.
7.	<p>PPG Patient leaflets were reviewed and a number of changes suggested: Can the leaflets be issued in larger print – note to be added in footnote. "Getting an Appointment" : Remove one of the "FIRST" on front page Remove the 's' from Follow ups on second page "Medical Services in our area": If it's not life threatening add "Go to the surgery during working hours" Change of to for in Muscle Joint injury Add name & telephone number for Depression and Anxiety Service Change "Dial 111" to colour Change contact name to South Devon NHS Foundation Trust Dr Russell was concerned about patients writing copious notes during consultation Patients are always welcome to request a particular doctor A member of the Practice staff will edit the leaflets and Ann Broom and Rachael Cameron will proof read. Copies will be sent to local groups electronically as far as possible so they can access the most recent version along with: Library, Post offices , Pharmacies, Phoenix Hall, Dental Practices, Nurseries. Chanel View Surgery in Chudleigh will be contacted as a courtesy</p>	AC to arrange for leaflets to be edited and forwarded to RC and AB for proof reading before print.

	<p>They will be displayed in the surgery and on the Practice Website</p> <p>The Chair will also look into opening a Facebook page for information only. No comments board will be available. Michael will also be visiting surgeries already using this medium</p> <p>It was suggested that this might be an IT project for the local schools to be involved in which would also get information across to younger people.</p> <p>The Chair will also e-mail a copy of the final versions to the V-PPG to keep them involved.</p>	<p>MB to investigate setting up a Facebook page.</p>
	<p>Other matters:</p> <p>Comment was made that the steps outside the front entrance at Riverside are fairly narrow for safe electric wheelchair access.</p>	
8.	Dates of next meeting:	<p>Thursday 29th September at Riverside Surgery, Bovey Tracey at 9.15am</p>

Signed:..... Chair

Date: