

Meeting of Riverside and Tower House PPG

Date:
23rd February 2017

Time:
9.15 – 11.15am

Venue:
Tower House Surgery,
Chudleigh

PRESENT:

Michael Benson, Chair

Fiona Halstead

Pamela Tuckett

Rod Wallace

Sally Titchener

Rob Dixon

Dr Paul Russell, GP

Jade Medlyn, Notetaker

APOLOGIES:

John Northcott, Andrew Turnbull, Anne Broom, Rachael Cameron, Kelly Hayman-Bruce, Alana Gunbie, Amanda Coleridge

Item:	Subject:	Action:
	It was noted that Patrick Stock and Andrew Turnbull were finding it difficult to commit to the Core Group and both had joined the Virtual Group. Michael expressed his thanks to them for their commitment and would write to them on behalf of the group.	MB to write to PS & AT
	Notes of meetings on 24 th November 2016 and 5 th January 2016 were approved and signed by the Chair.	
	Matters arising: <ul style="list-style-type: none"> NHS Wellbeing Programme (Chudleigh) – Janette Osmand to be invited to next meeting. Automatic doors at Tower House – Quote for £3000, awaiting further quotes. Acknowledge access could be improved for wheelchair/pushchair users at Tower House and receptionists asked to be aware of patients who may be struggling and to offer assistance. There is a doorbell at wheelchair height to summon help. Safe access/egress from Riverside – Contractor had been instructed to carry out this work. Hospital GP data – AC had confirmed the details of GPs working from Riverside and Tower House with Torbay Hospital. Email contact with GPs – The doctors had 	AC to invite to next meeting.

	discussed this but due to the nature of an email felt it was not practicable to manage as there was an expectation of a quick response time.	
	Patient Survey 2016: Sally and Michael offered to review the survey results, and Fiona take an overview to identify areas for improvement and propose action plan at the next meeting.	MB/ST/FH to report back to next meeting
	Feedback from Virtual Group: A suggestion had been made by a member of our Virtual Group for community first aid training. Bovey Tracey Town Council had provided a number of public sessions in the last year following the installation of an additional defibrillator in the parish and over 100 people had been trained. The council were unable to commit to further training at present.	
	Feedback from patients: Friends & Family Test – Core Group acknowledged the many positive responses. Suggestion Box– There had been feedback about the time waiting to see a GP. It was noted there were signs in the waiting room advising patients to return to reception if not called within 20 minutes and patients are advised at point of self-book in if there is a delay. It was also noted the waiting room at Tower House is quite dark. NHS Choices – Nil since last meeting.	Consider more signs in the Waiting Room. The current light fittings will not take any higher wattage bulbs but this will be remedied when the fittings are eventually replaced.
	Patient Participation Locality Forum: Sally volunteered as our representative on this Forum but was unable to attend the next meeting on the 24 th April.	MB to inform ST of date of next meeting.
	Community Well Being Day: Work in progress by sub-group- Saturday 17 th June (Chudleigh) and Saturday 24 th June (Bovey) to coincide with national PPG week. 9.00am – 2.00pm Using a public venue rather than surgery – Town Hall,	MB to check with Council when roadworks in Chudleigh will be completed.

	<p>Youth Centre, Methodist Church. To share ideas with Chudleigh Health Centre. Share workload as far as possible Consider offering BP checks/chol checks if GP/PN able to attend. Publicity – ?balloons, sandwich board etc. Need a budget. Topics – children and adult mental health, sexual health, complimentary medicine.</p>	<p>MB to contact.</p> <p>RC to produce spreadsheet of jobs/responsible person(s)</p> <p>MB to produce a budget</p>
	<p>Village Allotment Association: We had received a letter from Teign Village Allotment Association advocating the health benefits of gardening. Currently they have two spare at £40 each. Tools are available and people on hand to help. Recognised that travel, transport and cost may be an obstruction. Understood there may be some allotments available in Chudleigh now. Reported there is a small garden at the top carpark in Totnes for people to use and may be worth making enquiries to get ideas.</p> <p>Suggestion that swimming has good health benefit especially for the overweight and whether any scope for this through Finlake.</p>	<p>MB to check if availability in Chudleigh</p>
	<p>Dementia: Dementia Support Worker able to offer support to patients and also arrange a dementia friendly “walk around” the surgery. Useful contact for the Wellbeing Days.</p>	<p>PRU to make contact</p>
	<p>Facebook: We need to make sure all posts are mobile accessible as everyone uses different devices to view. Rob produced some interesting data on the usage. Events and home page are most used, 53% increase since starting, 148 likes. Suggestion that advertisers subscribe to our Facebook page but concerns expressed about managing third party feedback .</p>	
	<p>Raising the profile of the PPG</p> <ul style="list-style-type: none"> • Already have a supply of PPG leaflets available in each Waiting Room. • Continue to advertise Facebook • Patient Information Folder – RC had produced an information folder – needs to be kept up-to-date. Thanks expressed to Rachael 	<p>MB to write to RC</p>

	<p>Reducing Missed Appointments: Text reminders are great and the Online system works well. Some missed appointment data was published before Christmas which showed quite high numbers. Core Group would like to see more data to discuss how to improve.</p>	AC to collect data for next meeting.
	<p>Calendar & Meeting dates 2017: Discussion whether some evening meetings would be more appealing to some people. Need to encourage more under 30's if possible. How do we make the meetings more meaningful to all ages? MB to circulate proposed dates for future meetings for consultation with the Core Group.</p>	MB to circulate dates.
	<p>Any Other Business: SystmOnLine – noted it was not as good on an android device and the back button on a kindle logs the patient out which is frustrating. Practice nurse appointments not available online due to skill mixes within the team. A notice to this effect would be useful.</p>	JM to follow up
	<p>Next meeting: Monday 3rd April 2017 at 9.15am – 11.15am at Riverside Surgery, Bovey Tracey</p>	

Signed:..... Chair

Date: