

## Meeting of Riverside and Tower House PPG

Date:  
Thursday 3<sup>rd</sup> March 2016

Time:  
9.30am

Venue:  
Tower House Surgery

### PRESENT:

Michael Benson (MB)

Gordon Haigh (GH)

Fiona Halstead (FH)

John Northcott (JN)

Joan Spencer (RS)

Patrick Stock (PS)

Pamela Tuckett (PT)

Andrew Turnbull (AT)

Amanda Coleridge (AC)

### APOLOGIES:

Rod Wallace

Item:	Subject:	Action:
1.	Notes of last meeting – agreed and signed by MB.	
2.	<p>Matters arising</p> <ol style="list-style-type: none"> <li>Confidentiality Agreement – amendments had been made and circulated. Outstanding agreements to be signed by C.PPG.</li> <li>Telephone numbers- Agreed C.PPG willing to share telephone numbers within the group.</li> <li>Patient Forum – Contact made with Newton Abbot Forum, awaiting confirmation of date/time of next meeting in April. Joan and Gordon to attend.</li> <li>Suggestion Box – Implemented at Riverside and will be at Tower House in next few days. AC to circulate copy of feedback sheet for information.</li> <li>Directory of Services – Michael thanked all those who had forwarded details from various sources. Identified a varied &amp; large number of local services available to our patients.</li> <li>C.PPG had worked hard to encourage patients to complete CCG Survey and JS was congratulated on recruiting 6 new V.PPG members in the process.</li> <li>AC had not been able to make contact with the Practice Manager at Chudleigh Health Centre yet and would follow this up</li> </ol>	<p>AC to circulate</p> <p>AC to circulate</p> <p>MB to collate</p> <p>AC to make contact with Chudleigh Health Centre.</p>

3.	<p>Feedback from Working Party on “Improving Practice” survey</p> <p>AC thanked JS/FH/GH/PS/PT for the time they had spent analysing the patient feedback.</p> <p>The C.PPG acknowledged the demands and pressures the staff and doctors are working under and recognised the good improvement in the survey results. The issue of stress management in the practice was of concern to the group and AC assured them there were good internal and external support mechanisms in place.</p> <p>Joan and Fiona presented their findings which were discussed at length – see attached.</p> <p>Action points:</p> <ol style="list-style-type: none"> <li>1. Communication - identified as a key theme as many patients appeared to be unaware of some of the systems in place which would address many of the issues raised; i.e. lunchtime telephone service, evening and week end opening hours, doorbell for disabled patients to summon assistance with doors at Tower House.</li> <li>2. Queuing, Self- Booking, Confidentiality &amp; Patient Call System</li> <li>3. Strategies for a successful consultation – help for patients to prepare for their consultation so they can make the most of the time available.</li> </ol>	<p>AC to include regular information in Patient Newsletters &amp; C.PPG to review communication with patients</p> <p>JS/PS at Riverside and FH/MB/PT to spend some time observing in each waiting area to try and identify solutions.</p> <p>AC to speak to GP’s</p>
4.	<p><b>Standing Item:</b></p> <p>V.PPG had received a copy of the agenda and although no matters were raised there was positive feedback for including the V.PPG.</p>	
5.	<p><b>Standing Item:</b></p> <p>Most recent Friends and Family Test had been distributed prior to the meeting. Noted the small number of responses. Mainly positive comments. FFT accessible to patients in each Reception area and via practice website. Recognised it is difficult to engage with</p>	<p>C.PPG to review communication with patients to help increase patient awareness about the services available to patients.</p>

	patients and whilst a personal approach is most successful both the practice and the CPPG have limited resources. Appointment system is the main area of patient concern.	
6.	<p>Making a start: relaunch</p> <p>Agreed a small working party would meet to pull together an action plan and communication strategy and report back to the next meeting at the end of April with a view to getting started in June.</p> <p>Acknowledged the C.PPG should direct its activities towards helping the practice achieve its priorities in line with the CCG Strategy and the NHS 'Five Year Forward View' under the broad headings detailed below.</p>	<p>MB/GH/JS (Post meeting: Dates agreed Wed 9<sup>th</sup> March 8.30 – 11.00 at RS &amp; Thu 24<sup>th</sup> March 9.00 – 11.00 at RS).</p> <p>Link to 'Five Year Forward View' for information:   <a href="https://www.england.nhs.uk/wp-content/uploads/2014/10/5yfv-web.pdf">https://www.england.nhs.uk/wp-content/uploads/2014/10/5yfv-web.pdf</a> </p>
7.	<p>Future Strategy for the PPG - Mapping the priorities in CCG Strategy:</p> <ul style="list-style-type: none"> <li>• Encouraging people to take control of their own health</li> <li>• Improving use of medicines</li> <li>• The quality of locally provided general practice</li> <li>• Providing primary care differently using buildings and technologies</li> <li>• Making sure general practice meets local needs</li> <li>• How many days a week GP surgeries should be available.</li> </ul>	
8.	<p>Gluten Free Products – AC explained the CCG had produced a limited list of gluten free items (bread, bread/cake mix &amp; pasta) available on prescription and a letter had been sent to all patients who would be affected by this limited list.</p> <p>NHS Health Checks – AC explained that Public Health has suspended this national programme due to constraints on budgets and it would not be commissioned from the practice in 2016-17.</p>	
9.	<p>Date of next meeting:</p> <p><b>Friday 22<sup>nd</sup> April at 2.15pm at Riverside Surgery</b></p>	

Signed:..... Chair

Date: .....