

Meeting of Riverside and Tower House PPG

Date:
Friday 22nd April 2016

Time:
2.15pm

Venue:
Riverside Surgery, Bovey Tracey

PRESENT:

Michael Benson (MB) - Chair

Anna Broom (AB)

Rachael Cameron (RC)

Fiona Halstead (FH)

John Northcott (JN)

Pamela Tuckett (PT)

Andrew Turnbull (AT)

Rod Wallace (RW)

Amanda Coleridge – Practice Manager

Georgie Burke – Student Nurse (Observing)

APOLOGIES:

Patrick Stock

Item:	Subject:	Action:
1.	<p>Welcome and Apologies: Michael welcomed Rachael Cameron from Tower House to the Core Group and apologies had been received from Patrick Stock.</p> <p>Georgie Burke, Student Nurse attached to the practice was welcomed as an observer.</p> <p>Michael informed the Group that following two meetings of the sub-group, two members had stood down from the C.PPG. The Group was asked if, in the light of this, they still wanted Michael to continue as Chair of the Group. That Michael should continue as Chair of the Group was agreed by all present.</p> <p>The role of 'Co-Chair' was raised and whether 'Vice-Chair' would give greater clarity to the role. It was agreed to discuss further.</p>	
2.	<p>Agree and sign notes of last meeting: The notes of the meeting held on 3rd March 2016 were signed.</p>	
3.	<p>Matters arising: Michael was working on the Directory of Services .</p>	

	<p>Michael had been put in contact with the Moretonhampstead and Lustleigh PPG who had done some good work on identifying community needs and working with others.</p> <p>Amanda had made contact with Chudleigh Health Centre to develop links with their PPG. Their PPG is still in the early stages of development but the practice was keen to foster links in due course.</p> <p>Strategies for a successful consultation – FH produced a useful document from the Irish College of General Practitioners aimed at helping patients and doctors to maximise a ten-minute consultation.</p>	<p>MB and FH to make contact and arrange a visit.</p> <p>AC to make contact again before next meeting.</p> <p>AC to discuss content with GP's with a view to producing a practice version.</p>
4.	<p>Standing item: The V.PPG had received the notes of the last meeting, together with agenda. No other business was raised.</p>	
5.	<p>Standing item: Review of patient feedback:</p> <ul style="list-style-type: none"> • Friends and Family Test – only 7 responses in March, 2 from Riverside and 5 from Tower House. Difficult to get responses without active campaigning. FFT advertised on our digital screen, practice website and hard copies available in each surgery. Main theme concerned appointments. • Suggestion Box – 3 suggestions <ol style="list-style-type: none"> 1. Water cooler for the Waiting Room – This would require funding and was not a priority at present. 2. Free wi-fi for the Waiting Room – Whilst the CCG had been asked to provide wi-fi for practice use, this would not include patient use which again would require funding by the practice and this was not a priority at present. • NHS Choices No new entries. 	<p>C.PPG Action Plan to include raising awareness on how to access appointments effectively.</p>
6.	<p>Standing item: Feedback from Newton Abbot Patient Participation Locality Forum</p> <p>The minutes of the meeting held on 13th April had been circulated for information. Rachael Cameron volunteered to be our representative on this forum and Michael agreed to attend the first meeting with Rachael.</p>	<p>AC to inform Jo Curtis & include Rachael on distribution list.</p>

7.	<p>Feedback from Waiting Room Observations at Riverside Surgery and Tower House Surgery.</p> <p>The observations from Joan, Patrick and Pamela had been previously circulated and Fiona gave verbal feedback.</p> <ol style="list-style-type: none"> 1. Self-booking in screens – These are being replaced in due course. At least one at each site will be in the waiting room at wheelchair user height. This will improve access and encourage patients away from front desk to reduce issues with confidentiality. 2. AC agreed to review the information regarding the time until the appointment on the self-booking in screen as this was misleading. 3. The magazines were noted to be quite old. AC will remind the reception team to check the magazines more frequently. 4. There are still a number of low chairs in the waiting room which patients find difficult to get out of. Whilst the low chairs are replaced with higher chairs as part of the replacement programme AC will investigate the cost of chair risers. 5. The digital screen signposted patients to see the notice board for information about the PPG but there was little information on the notice board and this will be addressed as part of the Action Plan. 6. AC will share the feedback with the practice team to raise awareness about the 'customer care' issues. 7. It was agreed to keep patients informed and updated of issues in the surgery via the patient newsletter. 	
8.	<p>“Making A Start” Action Plan and Communication Strategy</p> <p>Michael reported back on the work already undertaken by the sub-group and outlined the overall aims and the progress of the PPG so far. Michael shared ideas for increasing the effectiveness of the PPG, finding out what patients think and making sure patients understand they have an active partnership with the practice.</p> <p>There were lots of suggestions to improve communication with patients and promote diversity within the PPG and it was agreed we need to focus on just two or three of these</p>	

	ideas initially and Michael agreed to work on some individual action plans to give the group some more direction and Rachael volunteered to work with Michael on this.	
9.	<p>The appointment of Co-Chair or Vice-Chair was not re-visited due to time and will be discussed at the next meeting.</p> <p>The meeting closed at 4.15pm</p> <p>Dates of next meeting: Thursday 16th June 2016 at 9.15am at Tower House Surgery, Chudleigh</p>	

Signed:..... Chair

Date: