

## Meeting of Riverside and Tower House PPG

Date:  
15<sup>th</sup> September 2017

Time:  
9.30am

Venue:  
Tower House Surgery

### PRESENT:

Rod Wallace (Chair), Pamela Tuckett, Sally Titchener, Fiona Halstead, Rachael Cameron, Ray Street (part)

Guests:

### APOLOGIES:

1. Michael Benson, Carol Ramsay, Rob Dixon, Amanda Coleridge, Ian Barclay, Dr Paul Russell, Kelly Hayman-Bruce, John Northcott, Anne Broom.

Item:	Subject:	Action:
2.	The meeting was chaired by Rod Wallace and notes taken by Rachael Cameron. Notes of the meeting held on 20 <sup>th</sup> July 2017 were agreed and signed by the Chair.	
3.	<p>Matter arising:</p> <ul style="list-style-type: none"> <li>• Automatic doors – update from Sally</li> </ul> <p>The Bovey Tracey Charitable Trust is considering the request and a local council may match funding. There is a query as to whether they would be happy if funds were used at Chudleigh rather than Bovey Tracey.</p> <ul style="list-style-type: none"> <li>• Devon Carers Group Meeting</li> <li>• Befrienders – funding request for equipment.</li> </ul>	<p>Sally will clarify with Trust and Council(s) as appropriate.</p> <p>Sally advised she will update at next meeting. Expected attendee had not joined the meeting so this matter is deferred.</p>
4.	<p><b>Standing item:</b> Report on key themes, issues or suggestions that have been identified by any member of the PPG to help ensure members are engaged.</p> <ul style="list-style-type: none"> <li>• Sally spoke of length of time (13 minutes) in queue when contacting the surgery by phone which has been communicated to Amanda whose response was that any spike in calls is addressed with additional trained staff whenever possible. It was agreed the best option is for staff to handle enquiries in full at time of connection rather than take details and call back but difficult to keep lines clear. Menu choices for appointments, results, other matters were discussed.</li> </ul>	<p>Data on spikes and staffing levels was requested from Amanda.</p>

	<ul style="list-style-type: none"> <li>New check in system does not confirm name of patient and might confuse patients.</li> <li>Fiona commended the practice on improved friendliness of reception staff.</li> </ul>	An update from Amanda on rationale for new system was requested.
5.	<p><b>Standing item:</b> Review any patient feedback about the services delivered by the practice.</p> <ul style="list-style-type: none"> <li>Friends and Family Test</li> </ul> <p>It would be helpful to have the responses broken down between practices to see themes. 19 responses were listed with 20 on pie charts so some clarity needed.</p> <p>It was suggested that a follow up text message after appointments directing people to Friends and Family forms online could improve response rates as currently data are not a representative sample.</p> <ul style="list-style-type: none"> <li>Suggestion Box</li> </ul> <ol style="list-style-type: none"> <li>Drinking water in the waiting room. Agreed that if anyone was in distress staff would likely offer water and not a big issue.</li> <li>Congratulations on the new safety rail at Riverside had been received.</li> <li>Waiting area for wheelchairs and pushchairs (near the door) to avoid blocking empty seats/obstruction.</li> <li>NHS Choices – Feedback re length of time to obtain a face-to-face appointment</li> </ol> <p>Patients and practice are both frustrated but growing demand. Skills of receptionists to tease out information and telephone triage by GPs which misses body language and demeanour were discussed. It was suggested that patient records are ‘tagged’ so receptionists can readily identify patients who may need extra time or support.</p>	<p>Amanda is asked to look into this.</p> <p>Amanda to investigate potential for this.</p> <p>Unclear on origin or progress on this. Rod to pick up with Amanda.</p> <p>Clarity needed on this point whether as a place to leave pushchairs or removal of seats to accommodate occupied wheelchair and pushchairs</p> <p>Needs to be linked to numbers reluctant to share details with receptionist. Could receptionist note numbers of patients proactively offering information and those declining to do so?</p>
6.	<p><b>Standing item:</b> Feedback from Patient Participation Locality Forum on 7<sup>th</sup> September 2017</p> <ul style="list-style-type: none"> <li>Sally explained Health Navigator training for healthcare staff that had been discussed at local forum which seemed like signposting of services.</li> <li>National free prescribing levels including those of aspirin and paracetamol was discussed but no</li> </ul>	It was requested that the PPG has a presentation on this at a future meeting.

	<p>local data was available.</p> <ul style="list-style-type: none"> <li>The group requested an update on the proposed extended 24/7 access of GPs and local arrangements.</li> <li>Link from Facebook and Practice website to PinPoint Devon was suggested.</li> </ul> <p>Representation at CCG-wide PPG Forum on 27<sup>th</sup> September.</p>	<p>Amanda to arrange.</p> <p>Michael and Amanda to take forward.</p> <p>It was agreed that Sally would attend this meeting on behalf of the PPG.</p>
7.	<p>Facebook Update:</p> <ul style="list-style-type: none"> <li>Facebook report had been circulated and its contents noted. A simplified format or verbal update would be welcomed at future meetings including age profiles and usage growth/decline.</li> <li>More updates would be welcomed on the site and reliance on one person to update the site was discussed.</li> </ul>	<p>Rachael will send list of health awareness weeks and other relevant dates to Michael.</p>
8.	<p>E-consulting – This will allow patients to consult doctors or the practice team online via the practice website for advice about a specific problem or condition, general advice about symptoms or to request admin help with test results, sick notes, letters etc. The practice has expressed and interest and is awaiting response from CCG.</p>	<p>More information was requested in due course. User friendly interface for patients and effective communications from outset were requested.</p>
9.	<p>Flu Clinic – Sat 7<sup>th</sup> Oct (Riverside) and Sat 14<sup>th</sup> Oct (Tower House).</p> <p>Volunteers are needed to distribute patient information sharing leaflets.</p> <p><b>Bovey Tracey 7<sup>th</sup> October</b> Sally 0800 -9.15 and 0915 to 1015 Rod .</p> <p><b>Chudleigh – 14<sup>th</sup> October 2017</b> Pamela 0830 to 0930, Rachael 0930 to 1030, Fiona 1030 to 1130</p>	<p>Fiona is working with Amanda to simplify the language on the leaflets.</p> <p>Clarity from Amanda is requested as to existence of 'virtual PPG' as it was felt this had been subsumed into an 'all patients who had subscribed' distribution list . It would have been useful to email virtual group (who had expressed interest in being involved with PPG) to seek their support with flu clinics. If virtual group is no longer in the same format then PPG leaflets need updating</p>
10.	<p>Did not Attend</p> <ul style="list-style-type: none"> <li>Statistics for August not yet available but the practice is now texting all patients who do not attend.</li> <li>Ray had provided some advice on communications to patients when booking appointments for use on</li> </ul>	<p>Rachael will follow up with Torbay hospital on DNA data.</p> <p>Amanda to take forward.</p>

	the text reminders, presentation screens in waiting rooms and for receptionists when booking which the group endorsed in the format suggested.	
11.	<p>2018 – Appointment of chair</p> <p>Michael would be standing down as Chair at the AGM in January but will remain on PPG. The group felt having a Chair from one practice and Vice-Chair from the other practice was ideal but key points are someone with time and enthusiasm to embrace the role.</p>	<p>Amanda was asked to clarify procedure at the next meeting and ensure effectively communicated ahead of AGM.</p> <p>Michael to confirm if happy to have informal discussions with interested parties.</p>
12.	Stakeholder Meeting re update on new Model of Care for Bovey Tracey – 18 <sup>th</sup> September 2017 9.30 – 11.30 at Riverside Surgery.	It was agreed that Ray Street would attend on behalf of the PPG. Amanda is asked to provide clarity on what this meeting is about, the host and who the attendees are.
13.	<p>Any Other Business</p> <ul style="list-style-type: none"> <li>• 13 to 19 November self-care week</li> <li>• 18 November European antibiotics awareness day</li> <li>• It was felt the meeting missed the input of the practice manager and GP and there was merit in rescheduling meetings in such an eventuality in future but the group understood the pressures on staff.</li> </ul>	
14.	<p>Dates of next meeting:</p> <p>Thursday 2<sup>nd</sup> November @ 2.15pm at Riverside</p> <p>Thursday 14<sup>th</sup> December @ 9.30am at Tower House</p> <p>Wednesday 17<sup>th</sup> January 2018 – AGM at Tower House</p> <p>Monday 29<sup>th</sup> January 2018 - Open Meeting at Riverside</p> <p>Please send apologies in advance to Amanda and Michael.</p>	

Signed:..... Chair

Date: .....