

Meeting of Riverside and Tower House PPG

MINUTES

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| Date: Monday 23 rd November 2020 | Time: 10.30am | Venue: Remote Meeting via Zoom |
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PRESENT:

Pam Tuckett (Chair), Rod Wallace (Co-Chair), Ben Bishop (Deputy Practice Manager/Secretary), Tristan Oxenham (GP Partner), Andrea Warren (PCN Social Prescriber), Tony Bartlett, Michael Benson, Maureen Birrell, Anne Broom, Lorraine Evans, Alana Gunbie, Patricia Jewett, Megs Kiddle, Jane Mather, Carol Ramsay, Ray Street, Sally Titchener

APOLOGIES:

Amanda Coleridge (Practice Manager), Francesca Vasquez (GP Partner)

| Item: | Subject: | Action: |
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| 1. | Ben explained 'house rules', prompting all members to hold their hand up prior to speaking to avoid any talkig over each other. Pam Tuckett welcomed Core Members and all members on the call introduced themselves in turn, prompted by Ben. | |
| 2. | All members agreed the notes of the meeting on 17 th August. | Ben to sign notes on behalf of Pam. |
| 3. | Matters arising: <ul style="list-style-type: none"> Review action points from previous meeting : No action points from previous meeting. | |
| 4. | Practice Update: <ul style="list-style-type: none"> Dr Tessa Keeler & Dr Emma Williams have both now left on maternity leave. We are pleased to have recruited Dr Christian Winiger & Dr Celia Ballard to cover them respectively. We have had good patient feedback for both already. Both our administrative and nursing teams are also now at full complement following successful recruitment. We hope that this increase in capacity will be felt by patients straight away. The practice is now well into flu season and so far it has been a real success. At the time of the meeting we had vaccinated over 3800 patients, | |

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| | <p>were already over our vaccination 'target' for patients over 65 years old and were well on track with our 18-65 'at risk' patients. More details are to follow regarding the 50-64 year old new cohort added this year. *POST MEETING NOTE* - The practice is now able to start offering flu jabs to this cohort and will be inviting patients to contact the practice from 1st December.</p> <ul style="list-style-type: none"> • The practices 'hot' area where they see any patients with suspected or confirmed Coronavirus has been relocated from Towerhouse to Riverside Surgery. This is due to Riverside offering greater scope to expand the clinics to full day clinics should it be needed through the winter. The issue being that all the usual winter coughs seen annually will now need to be treated as suspected Covid-19. • In order to 'future proof' against local population increases and to accommodate further PCN recruited roles, the practice is submitting planning permission for an extension to the Riverside premises. At present there are no immediate plans to go ahead with the building works, but it is hoped having planning ready to go will cut down on any delay when/if we are ready to move forward with the expansion. • The practices Covid-19 procedures are much the same as announced at the last meeting. We have settled into a system that works for us and our patients as best as it can at present and the work we put in during the 'first wave' is now paying dividends. We are experiencing the same challenges as most other businesses with staff being required to self isolate regularly, but the ability to test our own staff and their families now has made life much simpler with results usually being returned the next day. | |
| 5. | <p>Standing item: 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"> • Proportion of appointments F2F & comparison to 'normal' (Tony Bartlett) – While Ben didn't have specific figures, nationally and locally Primary Care is now operating at normal 'pre-pandemic' levels of patient contacts. The majority of these contacts however are now being done via telephone. But Ben reassured the group that all patients that need to be seen face to face, get an appointment | |

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| | as they have done throughout the pandemic. | |
| 6. | <p>Standing item: Review any patient feedback about the services delivered by the practice.</p> <ul style="list-style-type: none"> • Friends and Family Test - 39 Total Responses (23 V. Likely, 11 Likely, 4 Neither, 1 Unlikely) – No ability to investigate negative feedback as anonymous. • Suggestion Box - Closed • NHS Choices – No new responses | |
| 7. | <p>Standing item: Feedback from Patient Participation Locality Forum</p> <ul style="list-style-type: none"> • Meetings paused due to Covid-19 | |
| 8. | <p>Standing item: Current list size and growth from last meeting?</p> <ul style="list-style-type: none"> • Last Meeting (08/20) - 14525 Current (11/20) – 14547 <p>Practice list size, despite local housing developments and other factors has been steady at approx. 14500 for some time.</p> | |
| 9. | <p>A.O.B</p> <ul style="list-style-type: none"> • Sally Titchener asked if the practice had put in place any additional support measures to support the bereaved during the pandemic. While the practice has installed no additional measures, N.O.K automatically receives a telephone call from a GP following any death and if it is felt that any additional support is required, or indeed it is requested during this call, it is arranged. The social prescribing team are also on hand to signpost patients to local services and provide welfare calls where needed. • Jane Mather advised that when requested to provide a date of birth for the online forms on the practices website, there is no indication as to which format this should be in. • Lorraine Evans provided an update from Devon Doctors to advise of successful recruitment recently and hoped that this had had a knock on effect for GP practices. Dr Oxenham confirmed that the general consensus was that it had. Lorraine also reassured that Devon Doctors will be available out of hours and on bank holidays | Ben B to update contact web developers to change this. |

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| | <p>throughout the Christmas break with a service also available for suspected/confirmed Covid-19 patients to be seen at Cricketfield Surgery in Newton Abbot.</p> <ul style="list-style-type: none"> • Sally Titchener advised that after requesting a number of repeat medication items through SystmOnline recently, after collecting them it was realised that there were items that had not been dispensed, meaning a second trip to the pharmacy. She queried whether this was a surgery or pharmacy issue? Ben advised that any items that had been delayed or rejected by the surgery, patients are informed of the reason for this. So this is likely to be a pharmacy issue. Ray Street commented that the majority of Lloyds medications are now dispensed off site and delivered to pharmacies, so this 'large scale' central dispensing may have led to an increase in missed or delayed items. | |
| 10. | <p>Dates of next meeting:</p> <ul style="list-style-type: none"> • Core Meeting – TBD • AGM – TBD at next core meeting • Open Meeting – TBD at next core meeting | |

Signed:..... Chair

Date: