

ANNUAL GENERAL MEETING

Riverside and Tower House PPG

Date: 7th July 2025**Time:** 18:30**Venue:** Riverside, Bovey
Tracey**PRESENT:**

Rod Wallace (Chair)
Sally Titchener (Minutes)
Dr Ben Ward, GP Partner
Dr Heather Brook, GP Partner
Victoria Sheppard, Practice Manager
Johanna Page
Judith Wright
Pamela Tuckett
Rubie Briars
David Tilsley
Angela Fox
David Fox
Andrew Turnbull
Jenny Pryce-Davies
June Weeks
Rod Wallace
Trudy Abbott
Jackie Huntington
Rachel Albon
Jo Poke
Maureen Burrell
Jane Mather
Ray Street
Pamela Halstead
Margaret Kiddle

Item:	Subject:	Action:
1.	Rod Wallace, Chairman, offered his welcome to all attendees and opened the meeting.	
2.	<p>Rod gave a brief description about the purpose and aims of the PPG.</p> <p>Members of the PPG group meet every 2 months the minutes of which are available online.</p> <p>The Newsletter is compiled by Ray Street who is a PPG member, edited by the Practice Manager and is circulated every 1-2 months. It is available online, in the library, at BTAC, and other public areas in Chudleigh and Bovey Tracey.</p>	

3.	<p>Election of Officers for the PPG.</p> <p>Chair Rod Wallace was proposed and seconded by several attendees.</p> <p>Vice Chair Megs Kiddle was proposed and seconded by several attendees.</p> <p>Secretarial Sally Titchener was proposed and seconded by several attendees. Support will be provided by the Practice.</p>	
4.	<p>Victoria Sheppard, Practice Manager gave a report on what had been raised in PPG meetings, and work conducted, as follows:</p> <ul style="list-style-type: none"> • Practice developments and strategic improvements • Transition to SystmConnect • System challenges and Patient awareness • GP support for Secondary Care services • Accessibility and Reasonable adjustments • Training and digital resources • Improvement Programs • Riverside Pharmacy closure • Community engagement and PPG membership • Patient list size • Flu clinics • Telephone improvements. 	
5.	<p>Open Forum</p> <p>1. How will the new NHS 10-year plan affect the Practice? <i>This is still rather vague, and we are awaiting more information from The Integrated Care Board (ICB). We understand that the Devon and Cornwall ICB will be joining together as one ICB.</i></p> <p>2. How do you make a non-urgent appointment? SystmConnect seems to only be for urgent appointments, and is closed down if you try at a non-urgent time. <i>Dr Ward explained that we are awaiting The Patients Charter. When this is in place, SystmConnect should operate from 8am until 6pm. However, at present, for a non-urgent</i></p>	

	<p>appointment, we recommend completing a SystmConnect appointment request when the system is open, explain what the appointment is needed for and when you need it, and you will be contacted with an appointment date.</p> <p>3. Confusion with the different NHS Apps? Systm Online, SystmConnect and the NHS App are explained in the July 2025 Newsletter. Reception staff can offer training to help patients access the NHS app – please call or ask at Reception desk for this.</p> <p>4. If you do not have access to an NHS app, how do you register with the practice, or make an appointment? Telephone the surgery and Care Coordinators will help you do this.</p> <p>5. The most vulnerable people are often those without digital access; how do they access the Surgery? Patients can telephone or visit the surgeries to request for a SystmConnect to be made on their behalf or explain the support that they need. Patients who would like extra support can ask for a Reasonable Adjustment, to enable them to access the Doctors and other NHS services; this will be noted on their file. A Reasonable Adjustment can support patients with no access to the internet and who need to talk to a receptionist. Reasonable Adjustments can be for patients that have speech or hearing issues, are neurodiverse (autistic, ADHD etc.) or any other issues that may make accessing NHS services difficult. Reasonable Adjustments are noted on patients file across all NHS Services to ensure that they receive the support they need. Reasonable Adjustments needs to be approved by the GP.</p> <p>6. Patient newsletters: how do I get one? Newsletters are sent out to all patients with digital access (email) by the Practice – of which we have approximately 11,500 patient email addresses. Members of the PPG also collect approximately 500 copies of the newsletter from the Practice and distribute them to local churches, groups, community clubs, businesses etc, and the local library. A quarterly feature is also in 'The Cottage Magazine', that is delivered by post to over</p>	
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	<p><i>6,000 properties in Bovey Tracy and surrounding villages in the TQ13 8, TQ13 9 and TQ12 6 areas, including the remotest properties.</i></p> <p>7. Receptionists can sometimes appear abrupt and appear rude when communicating with patients. What training support do receptionist receive?</p> <p><i>All Care Coordinators wear name badges; patients can report any concerns that they experience to the Surgery. Care Coordinators are a small team who receive introduction to GP Practice training from the Devon Training Hub, and ongoing training and support from the Practice. Care Coordinators have regular training and supervision from experienced staff. Care Coordinators pay is in line the Agenda for Change banding.</i></p> <p>8. Do receptionist and other practice staff receive positive feedback?</p> <p><i>Yes, the Practice ensures that all feedback received from monthly Patient surveys, both positive and negative are shared with all teams. Negative feedback serves as a valuable opportunity for learning and fostering constructive criticism.</i></p> <p>9. Do patients with long-term medication have reviews?</p> <p><i>Yes, GPs will conduct annual reviews on medication for patients receiving repeat medication – this is often conducted by the GP alone. Please contact the Practice if you have any queries about your medication reviews.</i></p>	
5.	The Chair thanked everyone for attending and the meeting was closed at 19:35.	

Signed:..... Chair

Date: