

Meeting of Riverside and Tower House PPG

Date:

Thursday 15th April 2021

Time:

10.30am

Venue:

Virtual via Zoom

PRESENT:

Pam Tuckett (Chair), Rod Wallace (Vice-Chair), Jane Mather, Sally Titchener, Tony Bartlett, Megs Kiddle, Maureen Birrell, Janet Cooper, Ray Street, Anne Broom, Ben Bishop

APOLOGIES:

Mike Benson, Lorraine Evans, Carol Ramsey, John Northcott, Amanda Coleridge, Dr Oxenham, Dr Vasquez

Item:	Subject:	Action:
1.	Ben explained 'house rules', prompting all members to hold their hand up prior to speaking to avoid any talking over each other. Pam Tuckett welcomed Core Members and all members on the call introduced themselves in turn.	
2.	All members agreed the notes of the meeting on 23 rd November	Ben to sign notes on behalf of Pam.
3.	Matters arising: <ul style="list-style-type: none"> Review action points from previous meeting : Date entry format on practice website still inconsistent despite Ben passing to website developers 	Ben to chase this up with website developers.
4.	Practice Update: <ul style="list-style-type: none"> Discussed future planning following Amanda announcing retirement from September. Ben to take on role of Practice Manager and admin team leader Jade recruited internally to act as Personal Assistant. Group agreed on fantastic job Amanda has done and agreed that PPG would hope to be able to give their best to Amanda in person prior to her retirement. Dr Mills started phased return to clinical work following long term sick leave. Numerous members requested to pass on their happiness at her return. Ben provided an update on the Covid-19 vaccination program. 7 practices across Newton Abbot area working together to deliver program, 	

	<p>practice acting as lead practice for the group. As at 14/04 8471 1st vaccinations given to BTCP patients only, with just 3403 eligible patients still outstanding. 1140 patients now received both doses.</p> <ul style="list-style-type: none"> • Planning permission for extension to Riverside Surgery granted, however the request to extend parking provisions was declined and had to be removed due to a protected wild flower. • Practice Covid-19 policies developing following slow release from lockdown. Waiting rooms now open with restricted capacity. Discussed a definite increase in patient demand as lockdown eases. • PCN recruitment project of a new social prescriber and paramedics ongoing. 	
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"> • Local Covid figures (Alana Gunbie) – Local Covid figures are available on the Devon County Council website. Most recent figures for Teignbridge area are 9 cases per 100,000 people. • Identification & support of unpaid carers (Tony Bartlett) – Tony very keen to work with the practice to identify and support unpaid carers as Devon Carers estimate there could be up to 120,000 in the county. Ben advised that practices carers register has grown significantly during the pandemic mostly due to the vaccination program. Practice happy to work with Devon Carers to identify local unpaid carers in any way we can and support them appropriately. Tony agreed to provide a paragraph introducing Devon Carers and the support they provide for the upcoming practice newsletter • Practice view on Devon Doctors service (Sally Titchener) • Telephone/F2F Appointment ratio (Sally Titchener) – Ben advised that practice currently plans for 1 face to face appointment for every 4 telephone calls, but if all f2f slots were taken and patient needed to be seen, we would still bring patient in. This is of course much less face to face capacity than before the pandemic. The practice plans to fully review what changes have been made to our appointment policies as part of the pandemic response. Sally asked that patients be given a chance to voice their opinion as part of that project. 	<p>Tony Bartlett to send introduction to Devon Carers and support they provide for upcoming newsletter</p> <p>To discuss at future meeting when Lorraine Evans present</p>

	<ul style="list-style-type: none"> Identifying patients suffering mental health crisis (Sally Titchener) Local services available to support bereaved – Sally Titchener Patients not hearing back after referrals (derm, physio, podiatry). Who monitors referrals? (Sally Titchener) – Ben advised that most external services had longer than usual waiting lists due to the effects of Covid-19. Ben advised that while the practice are unable to provide updates to patients on where they are on a waiting list, if patients are experiencing worsening pain or a changing symptoms they should get in touch for advice. 	<p>To be discussed at future meeting where GP present</p> <p>To be discussed at future meeting where GP present.</p>
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 – Currently suspended Suggestion Box – N/A NHS Choices – No reviews 	
7.	<p>Standing item: Feedback from Patient Participation Locality Forum</p> <ul style="list-style-type: none"> Next meeting not until 22nd April. Sally to provide feedback at next core group meeting 	
8.	<p>Any Other Business</p> <ul style="list-style-type: none"> Propose dates for AGM & Open Meeting – Agreed to combine AGM and Open Meeting as both will be online. Date agreed of 12th May. Nominations requested for PPG roles. To be sent to Ben or Pam as Chair direct. Both Pam & Rod indicated that they would be happy to stay on as Chair & Vice Chair respectively. Nominations for Secretary post would be welcomed. 	<p>To circulate date of AGM in upcoming newsletter</p>
9.	<p>Dates of next meetings:</p> <ul style="list-style-type: none"> AGM – Wednesday 12th May @ 6.30pm Core Group Meeting - Monday 26th July @ 10.30am 	

Signed:..... Chair

Date: