

**OPEN MEETING**  
Riverside and Tower House PPG

Date: Wednesday 13th February 2019	Time: 6.30pm	Venue: Tower House Surgery, Chudleigh
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**PRESENT:**

Core Group:  
Pamela Tuckett (Chair), Rob Wallace (Vice-chair), Amanda Coleridge (Secretary/Practice Manager), Ray Street, Michael Benson, & Jane Mather.

There were 2 patients/carers present (as per the attendance record)

**APOLOGIES:**

Apologies were received from Sally Titchener, Richard Smith.

Item:	Subject:	Action:
1.	Pam Tuckett, the new Chairman, offered a warm welcome to all those present.	
2.	<p>Chairman's Report:</p> <p>Michael explained the purpose of the PPG was to facilitate good relations between the practice and patients by communicating patient experience, interest and concerns. It was a 'critical friend' providing constructive feedback to the practice on current procedures and any proposed new developments. The PPG worked collaboratively and positively with the practice to improve services and facilities for patients. The PPG was also representative on other external groups providing patient feedback to influence local provision of health and social care.</p> <p>The PPG meets approximately every 6 weeks at either Riverside Surgery or Tower House Surgery, normally during the daytime and reviews patient feedback from a number of sources including the Friends and Family Test, NHS Choices, and directly from the Core Group. The Group will then work with the practice to try and resolve any issues.</p>	

	<p>Michael expressed his thanks to the Core Group for all their hard work and support during his three year term as Chairman.</p> <p>The highlights of the year for the PPG included working with the practice to:</p> <ul style="list-style-type: none"> <li>Automating the front doors at Tower House Surgery to improve access for those with limited mobility/wheelchair/pushchair users. Thanks were passed to The Bovey Tracey League of Friends, NHS England, and the practice for financially supporting this project.</li> <li>The Alzheimer’s Society had carried out a ‘Walk Through’ at each surgery and made recommendations to make the practice as ‘dementia friendly’ as possible.</li> </ul>	
3.	<p>Open Forum:</p> <p>There was a discussion around how the practice might be able to improve the experience of patients and their carers especially those with learning and communication difficulties with the use of Makaton which uses signs and symbols to support the spoken language. The Core Group would discuss this at their next meeting.</p> <p>The practice acknowledged feedback regarding availability of pre bookable appointments at present and reported an unprecedented level of sickness within the practice team in recent months. Patients were reassured they should accept a same day telephone consultation if their problem could not wait until the next available pre bookable appointment. This would allow the doctor to agree a plan with the patient and the most clinically appropriate appointment if they needed to be seen, which could be that same day if necessary.</p> <p>Patients were also reminded of the evening and week end appointments which were available to pre book through the practice to see a doctor or nurse on Saturdays and Sundays if patients were willing to travel to Newton Abbot. The doctor or nurse would have full access to the medical records (with the patients consent).</p>	
4.	<p>The Chairman thanked those for attending and the meeting closed at 7.00pm.</p>	