

ANNUAL GENERAL MEETING  
Riverside and Tower House PPG

Date:  
Monday 12<sup>th</sup> February 2018

Time:  
6.30pm

Venue:  
Riverside Surgery  
Bovey Tracey

PRESENT:

Core Group:  
Michael Benson (Chair), Rob Wallace (Vice-chair), Amanda Coleridge (Secretary/Practice Manager),  
Dr Paul Russell, John Northcott, Anne Broom, Sally Titchener, Ray Street.

There were 5 patients and carers present (as per the attendance record)

APOLOGIES:

Apologies were received from Rachael Cameron, Rob Dixon, Pam Tuckett, Leighton King.  
Jo Curtis, Patient Engagement Lead for South Devon and Torbay CCG

Item:	Subject:	Action:
1.	Michael, the 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>As a result of working with the PPG this year the practice has:</p> <ul style="list-style-type: none"> <li>• Installed safety railings outside Riverside Surgery</li> <li>• Improved lighting in the waiting room at Tower House Surgery.</li> <li>• Reviewed the rate of ‘Did Not Attends’ and adopted a number of strategies suggested by the PPG to improve attendance rates.</li> <li>• Reviewed the space in the Waiting Room at Riverside Surgery to provide more space for wheelchairs/pushchairs.</li> <li>• Increased the number of chair ‘raisers’ in both Waiting Rooms</li> <li>• Reviewed telephone answering data to maximise resources during peak times</li> <li>• Increased the uptake of Facebook to try and engage with a wider population</li> </ul> <p>Priorities for next year include:</p> <ul style="list-style-type: none"> <li>• Upgrading the front doors at Tower House Surgery to automatic to improve access for those with limited mobility/wheelchair/pushchair users. The PPG are working hard to try and identify funding of 11k for this project.</li> <li>• Working with the Alzheimer’s Society to make the practice as ‘dementia friendly’ as possible.</li> </ul> <p>Any patient or their Carer is most welcome to join the Core Group at any time and as a volunteer may give as little or as much time as they wish.</p>	
3.	<p>Peninsula PPG Network The CCG organises patient engagement events and groups involving patients and/or PPGs and there were representatives from our own PPG on the Newton Abbot Forum and the Stakeholder Group for the local Health and Wellbeing agenda looking at self-care, prevention and wellbeing and how the new model of care is working.</p> <p>The Peninsula PPG Network has been established recently to support the development of a supportive network for PPG’s and has carried out a survey across the Peninsula.</p> <p><b>NOTE:</b> The CCG issues a newsletter “Participation Update” every 8 weeks or so to keep patients informed. To subscribe to the</p>	

	<p>distribution list email <a href="mailto:jo.curtis@nhs.net">jo.curtis@nhs.net</a> .</p> <p>Updates are also available on the CCG website  <a href="http://www.southdevonandtorbayccg.nhs.uk/get-involved/Pages/participation-update.aspx">http://www.southdevonandtorbayccg.nhs.uk/get-involved/Pages/participation-update.aspx</a></p>	
4.	<p>There was discussion about how the PPG could connect with the wider population and the PPG would consider what local organisations it could build links with and whether Facebook could be used more effectively to link with our younger population at the next Core Group Meeting.</p>	
5.	<p>The Chairman thanked those for attending and the meeting closed at 7.15pm.</p>	

Signed:..... Chair

Date: .....