

Riverside and Tower House PPG

MEETING NOTES

Date: Thursday 28 th June 2018	Time: 2.15pm	Venue: Riverside surgery, Bovey Tracey
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Present: Michael Benson (Chair) , Anne Broom, Helen Davidson, Jane Mather, John Northcott, Sally Titchener, Pamela Tuckett, Dr Paul Russell & Amanda Coleridge (Practice Manager)

Apologies: Carol Ramsay, Rod Wallace.

Item:	Subject:	Action:
1.	The Chairman welcomed Helen Davidson to the Core Group and also thanked Rob Dixon and Rachael Cameron for all their hard work and support during their time on the Core Group now they had stepped down due to other commitments.	MB
2.	The notes of the meeting held on 14 th May 2018 were agreed and signed.	All
3.	<p>Matters arising:</p> <ul style="list-style-type: none"> Automatic Doors – The practice had been successful in receiving an improvement grant from NHS England although the contribution had been reduced from 66% to 34%. Whilst the practice is happy to fund 33% this leaves a shortfall of 33%. The PPG are keen to progress this work for the benefit of patients and the Chair will write to the League of Friends to ask if they would be willing to fund 33% to enable this project to go ahead. Extended (Improved) access – Negotiations are still in progress with a collaboration of all GPs in South Devon and Torbay with South Devon and Torbay Clinical Commissioning Group with a view to implementing improved access from 1st October. It is likely a central hub in the Newton Abbot area will provide access at weekends for patients in our Locality and practices will share evenings. Health Navigation – There was no further progress at present due to a technical issue. eConsult – This service went live on 4th June allowing patients to get self-help advice or request advice and treatment from the practice 	The Chair to write to the League of Friends

	<p>online via our practice website. If patients need to see or speak to a doctor, they still need to book an appointment. www.towerhousesurgery.co.uk. Following patient feedback, the eConsult banner had been changed so as not to obscure the practice website page.</p>	
4.	<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"> Medication review dates – Whilst repeat prescription slips may show different medication review dates for each medication, it was explained that all medications were reviewed by the doctor at the earliest review date and at that point were all synchronized to the same date. Medication reviews may be done face-to-face with the patient by a doctor or practice pharmacist, by telephone or by the doctor reviewing the patient records. Multi blood tests – The practice strives to ensure patients attend one appointment for all their regular monitoring blood tests and staff training is ongoing to ensure our receptionists are able to identify these patients when booking appointments. Patients are also encouraged to remind our staff if they are aware of a blood test which is due in the next few weeks when booking. There is an issue with blood samples being taken at the practice on behalf of Consultants at the RD&E as these samples are sent to Torbay for testing but the results fail to reach the Consultant. 	<p>Agreed PPG to write a letter to PALS to highlight this issue.</p>
5.	<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 – The practice was pleased to have received consistently positive feedback this month: <p><i>Dr Maybin is brilliant.</i></p> <p><i>I had to see the diabetic nurse and was not looking forward to it at all. What I liked about the appointment was that I felt unrushed and that I was listened to. She was very reassuring and explained things well. I was treated with warmth and respect. This was very much appreciated and turned an anxious visit into a useful one</i></p>	

	<p><i>when I now know what comes next and what I can do. Much appreciated.</i></p> <p><i>I am generally happy with the care I have received from the surgery although it is rarely easy to be able to see the same GP each time, but at least I get to see a GP of some sort.</i></p> <p><i>Keep up the good work.</i></p> <p><i>Both Doctor and Student Doctor were very kind. Mutual respect all round. Visit not hurried - felt relaxed. Appointment was on time.</i></p> <p><i>I am very pleased with how I get treated</i></p> <ul style="list-style-type: none"> • Suggestion Box – No suggestions had been received this month. • NHS Choices – No comments had been made on the NHS Choices website 	
6.	<p>Standing item:</p> <p>Sally Titchener reported back from the Patient Participation Locality Forum on 14th June 2018. (Formal notes to be circulated in due course). Devon wide PPG forum were interested in sharing our PPG leaflets and interested in our Facebook page. There was discussion about appointment availability and Michael and Amanda agreed to follow this up with local practices.</p>	<p>Amanda to circulate formal notes when received from the Forum</p> <p>Michael and Amanda to speak to local practices re appointment availability</p>
7.	<p>Facebook Update – Agreed to review the reporting of activity as it is a useful measure to see who we are reaching. We also need to be proactive with updating regular and topical information to maintain interest. To consider producing a video to explain the role of the receptionist. Agreed to take this forward in September when a staff member returns from maternity leave.</p>	<p>Amanda to review in September</p>
8.	<p>NHS England – core hours assurance & lunchtime closing</p> <p>Whilst the practice closes its doors between 1.00pm & 2.00pm, telephone service is maintained throughout this period. The Core Group supported the practice closing between 1.00pm – 2.00pm to allow time to prepare clinic rooms for the afternoon sessions etc and lunch breaks, especially now more patients may access their records, request prescriptions, book appointments online and also have their prescriptions sent to a pharmacy of their choice.</p>	
9.	<p>Terms of Reference & GDPR</p>	

	<p>Proposed amendment to 2.14:</p> <p><i>C.PPG membership will be recorded in the medical record by read code. (XaYOf-Patient participation group member and XaYjC - Membership of patient participation group ended) in accordance with GDPR.</i></p> <p>The Core Group approved the above amendment to the Terms of Reference.</p>	
10.	<p>Improving Practice Questionnaire Follow Up –</p> <p>There was much discussion about the availability of appointments and it was acknowledged there was pressure in the system at present due to some long term sickness and the unavailability of locum cover at short notice. The doctor had now begun a phased return to work which should see an improvement in the situation. Dr Russell assured the Core Group the practice is doing the very best to ensure that patients who need to be seen do get seen and patients are offered a same day telephone call if their medical condition cannot wait until the next routine appointment.</p>	
11.	<p>Dementia Friendly Practice</p> <ul style="list-style-type: none"> Practice visit – Amanda had emailed the Alzheimer’s Society with suggested dates for a visit but had received no response. 	Amanda to follow up again
12.	<p>Review of PPG Leaflets</p> <p>Michael and Anne had recently reviewed our PPG leaflets. These would now be circulated to the Core Group for ‘sign off’.</p>	Michael to forward final copy to Amanda to circulate
12.	<p>Dates of next meeting:</p> <p>Tuesday 25th September at 10.30am at Riverside Surgery</p>	