

Meeting of Riverside and Tower House PPG

Date: Thursday 9 th January 2020	Time: 10:30am	Venue: Riverside Surgery, Bovey Tracey
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PRESENT:

Pamela Tuckett (Chair), Rod Wallace (Co-Chair), Jane Mather, Ray Street, Sally Titchener, Tony Bartlett, Mike Underwood, Lorraine Evans, Margaret Kiddle, Francesca Vasquez (GP Partner), Ben Bishop (Deputy Practice Manager)

APOLOGIES:

Dr Tristan Oxenham, Amanda Coleridge (Practice Manager), Maureen Birrell, Anne Broom

Item:	Subject:	Action:
1.	Pam Tuckett welcomed Core Members, including our two new members.	
2.	Agreed and signed the notes of the meeting on 7 th November 19	
3.	<p>Matters arising:</p> <ul style="list-style-type: none"> Review action points from previous meeting : Practice leaflet review is underway and edits will soon be sent across to Ray for action. Sally has completed plan for introducing Makaton to our practices and read out to the group. Plan will be discussed in a practice meeting and implemented as closely as possible. 	Take Makaton plan to future practice meeting.
4.	<p>Practice Update:</p> <ul style="list-style-type: none"> Rosie Hooper (PCN Pharmacist) now started and providing great support to GP's and staff – has already been incredibly helpful in removing workload from GP's during several recent drug shortages/withdrawals. Andrea Warren (PCN Social Prescriber) starting 2nd Jan. Will be attending AGM and Open Meeting to introduce herself. – Andrea is settling in well and has been busy forging contacts with local voluntary sector organisations. Tony advised that he is involved with local carers organisations and would be very keen to speak with Andrea as he feels passionately that we should have a more 'joined up' approach when it comes to signposting patients to local facilities and that the GP surgery should be the hub of that. Early visiting/winter pressures funding update. – It has been decided that winter pressures funding will be used to facilitate more early visiting, both in care homes and the wider community. It is hoped that this will allow patients 	Ben to put Tony and Andrea in contact to discuss further.

	<p>to be treated earlier and therefore either avoid the need for hospital admission or at least allow patients to be admitted prior to peak times.</p> <ul style="list-style-type: none"> • CQC ARR Call Outcome – still awaiting result but it was felt by the practice that the call had gone well and that we had hopefully portrayed the many improvements we have made to the practice and its service over the previous year. 	
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"> • Sally – Referral procedure for/availability of dieticians – Dietician appointments are only available via GP referral • Sally – Update on Paignton receptionist signposting scheme – Re-agenda for Amanda to provide an update • Sally – Arrange feedback from wellbeing co-ordinator when no speaker booked – Andrea Warren will be working closely with our wellbeing co-ordinators and will be well placed to provide feedback at regular intervals. • Pam – U3A speaker booked for AGM – Group unanimously agreed they were happy for U3A to attend next meeting 	Amanda to provide update at next core group meeting
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 – 5 responses received through the FFT – 3 Extremely Likely, 1 Likely, 1 Neither Unlikely/Likely & comments were mostly positive. One negative comment regarding availability of appointments, no patient details available to address patients comments directly • Suggestion Box – Two items of feedback were received from Riverside Surgery: <ul style="list-style-type: none"> - 'Car Parking spaces are narrow & it can be hard to get the car seat in and out. Can the disabled spaces be made into joint parent/child spaces? They are normally empty as most disabled cars park out the front with a blue badge'. <p>As a practice we would never encourage patients to park on the double yellow lines at the front of the practice and would absolutely encourage them to use the disabled spaces provided. Unfortunately the current size of our car park does not allow for the provision of specific child & parent spaces.</p> 	

	<ul style="list-style-type: none"> - 'How is it that a prescription which I placed in your letterbox on Tuesday did not arrive at the pharmacist until Thursday afternoon and therefore was not ready for me on Friday? Rubbish – 0/10'. Contractually the practice has 2 working days to process any prescription requests and this occasion was no different. The overwhelming majority of prescriptions are processed well before that, usually on the same day but during particularly busy periods we do need to make use of the full 2 days. While we cannot speak for pharmacies, they can take up to 7 days to dispense prescriptions and we ask patients to keep this in mind when requesting their prescriptions. • NHS Choices – Nothing new to report 	
7.	<p>Standing item: Feedback from Patient Participation Locality Forum</p> <ul style="list-style-type: none"> • Sally Titchener gave an update on the main talking points from the most recent PPG locality forum - Cricketfield Surgery Practice Manager will be joining future locality forum meetings - A representative from Dementia Alliance was present at the meeting. They will be sending posters to local practices and can provide talks to staff if requested. - Buckland Practice have a minibus that can be hired by practices or any local groups. Agreed to pass on to Andrea, Social Prescriber as she will be coming in to contact with a lot of local organisations that may have a need. - There had been a request to the CCG representative at the meeting for clarification on what contractually GP's are allowed & not allowed to charge patients for as it was felt this was unclear across varying practices. - A discussion was had on the recent 'closure' (reduction of service) of Devon Doctors at Newton Abbot Hospital. The meeting felt that there had been no consultation with practices or the wider community on this. Lorraine Evans, who works for Devon Doctors disagreed and felt there had been a large scale consultation with the local practices and community but that they had received little feedback. Sally reinforced that this was the feeling of the locality forum, rather than her own personal opinion. 	Ben to speak to Andrea re: Bucklands minibus
8.	<ul style="list-style-type: none"> • Feedback from Makaton Session – 28/11/19 Target PM - Ben updated Sally that the admin team had been very pleased with the session and felt that they had taken useable knowledge away from it 	

9.	<p>A.O.B</p> <ul style="list-style-type: none"> Lorraine asked if we as a practice were feeling a knock on effect on Mondays from the recent Devon Doctors changes as she advised that Devon Doctors were having to hand over 3-400 patients to GP practices that were unable to be treated at the weekend. Dr Vasquez advised that yes we have felt the effects of this and have recent restructured our Monday rotas, in part to help us deal with the additional patients being 'handed back' from Devon Doctors. Tony Bartlett asked whether it would be possible to have an update on the practices patient numbers at each meeting so we could review changes over time. Ben advised we could look into this and provide an update at the next meeting Sally Titchener thanked Dr Vasquez for her attendance at the meeting. She felt that it made a real difference to the meetings to have a GP attending Ray Street shared that he had read somewhere that patients preferred hearing the voice of a GP on telephone systems rather than an automated voice. Sally advised that she had been to the practice with a friend for a nurses appointment recently and that they were seen very early as the 2 patients before them had both failed to attend. She wondered whether DNA's were more prevalent in nurse appointments and whether we could target these with more reminders? 	<p>Ben to look into providing update patient list numbers at each Core Group meeting. – Current List Size: 14560</p> <p>Ben to look into whether this is possible</p> <p>Ben to look into the numbers behind this</p>
12.	<p>Dates of next meeting:</p> <p>Core Meeting: Thursday 26th March at Towerhouse Surgery, Chudleigh – 10.30am</p> <p>AGM: Wednesday 22nd January 2020 at Towerhouse Surgery, Chudleigh – 6pm welcome for a 6.30pm start</p> <p>Open Meeting: Monday 10th February at Riverside Surgery, Bovey Tracey – 6pm welcome for 6.30pm start</p>	

Signed:..... Chair

Date: