

Meeting of Riverside and Tower House PPG

Date:

Monday 26th July 2021

Time:

10.30am

Venue:

Virtual via Zoom

PRESENT:

Pam Tuckett (Chair), Rod Wallace (Vice-Chair), Ben Bishop (Practice Manager/Secretary), Dr Ben Ward (Practice Partner), Jane Mather, Sally Titchener, Tony Bartlett, Megs Kiddle, Maureen Birrell, Carol Ramsey, Anne Broom

APOLOGIES:

Mike Benson, Janet Cooper, Ray Street

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 14 th April 2021	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 	Web developers have fixed issue and added a key to the website to show patients the necessary DOB format.
4.	Practice Update: <ul style="list-style-type: none"> Dr Ward provided group a useful explanation of plans to remodel appointment booking systems. Whilst explaining practice funding model, staffing pressures and need to manage patient expectations & demand. Plan is to reinforce GP numbers, to ensure sufficient appointment numbers on offer each day, whilst reintegrating 'pre-bookable appointments' to aid patient & clinician continuity. <p>This will enable the practice to go back to 'duty doctors' only managing acute/on the day issues rather than being the overflow doctors they are</p>	

now. Eventual plan, in order to safeguard GP wellbeing is to create sufficient daily capacity to manage reasonable amount of patient demand, so that if demand outstrips capacity patients will be informed that appointment lists are unfortunately full and to signpost to alternative providers or call back another day. There will of course still be acute/urgent capacity available.

All agreed that sufficient patient comms. is vital to ensure all are aware of the changes so they don't come as a shock.

- In light of Dr Thomas leaving the practice, Dr Paul Graham has accepted the practice's offer of partnership, to begin April 2022. We are also delighted to have recruited THREE new salaried GP's. Dr Forbes Bialick who will work 2 days a week at Riverside, Dr Charlotte Stanley who will work 3 days a week at Towerhouse Surgery & Dr Natalie Lukeman who will work 2 days a week at Towerhouse Surgery.
- The practice's involvement in the coronavirus vaccination programme continues. All patients over the age of 18 (POST MEETING NOTE – and now all 16 & 17 year olds) have received an invitation for their 1st Dose. We continue to invite patients for their second dose as and when they become available. We expect to complete these patients in early September.

The practice has informed Devon CCG what assistance they would need to take part in the 'Covid Booster/Phase 3' program. Assurance of this assistance is yet to be seen.

- Lynne Cambell our PCN paramedic joined the practice on 2nd August. She will go through an induction period before assisting our acute/duty teams with triage & patient visits. As is the case with all PCN roles, the hope is this will free up GP time to create more patient capacity.
- Flu season is fast approaching once again and the practice has opened clinics already. With the first being 18th September, for over 65 year olds. Despite the possibility that it may be 'possible' to coadminister flu vaccine with Covid-19 vaccine boosters, logistically this would be almost impossible, so the practice is planning to keep the two vaccination programs separate.

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 Titchener asked Dr Ward how the practice is providing sufficient support via telephone consultation for patients suffering mental health difficulties. – Dr Ward agreed that this is difficult, with the lack of non verbal communication. While there is video consultation available, GP’s do bring patients in for consultations of this nature if it’s ever felt patients would benefit. However Dr Ward did admit that this is one of the downfalls of telephone consultations and the practice aims to reintroduce routine face to face capacity when capacity/demand figures allow. • Sally Titchener asked Dr Ward what support was on offer for recently bereaved patients, especially during Covid times. Dr Ward advised that our social prescribers have been a great support for these patients and the GP’s. When ‘processing’ patient deaths, the relatives, their capacity and wellbeing are a part of that process. Home visits are often offered to assess this & this will likely be a part of our paramedics role as well as GP’s & social prescribers moving forward. • Ray Street raised that he has twice got through to Devon Doctors over the weekend but had been cut off both times. While Ray was not able to attend the meeting, Ben advised that Devon Doctors were under extreme pressure as are all parts of the system and struggling to recruit sufficient GP cover. 	
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 – No Reviews • NHS Choices – No reviews <p>Jane Mather suggested that we make the link to our NHS choices more prominent on our website as well as place in our practice newsletter.</p>	BB to speak to web developers
7.	<p>Standing item: Feedback from Patient Participation Locality Forum</p> <ul style="list-style-type: none"> • Sally unable to attend most recent meeting, but aims to attend upcoming. 	

8.	<p>Any Other Business</p> <ul style="list-style-type: none"> Jane Mather asked if practice would ever consider recruiting an Occupational Therapist under the ACP scheme. Ben advised that this may be something that comes available via the PCN additional roles scheme in later years, but the practice currently has no plans to do this 	
9.	<p>Dates of next meetings:</p> <ul style="list-style-type: none"> Core Group Meeting - Monday 25th October @ 10.30am – Venue TBD 	

Signed:..... Chair

Date: