

Meeting of Riverside and Tower House PPG

Date:
Thursday 29th September 2016

Time:
9.15 – 11.15am

Venue:
Riverside Surgery

PRESENT:

Michael Benson (MB) - Chair

Anne Broom (AB)

Jamie Brunel (JB)

Rachael Cameron (RC)

Rob Dixon (RD)

Fiona Halstead (FH)

Kelly Hayman-Bruce (KHB)

Angela Peace

Patrick Stock (PS)

Sally Titchener (ST)

Pamela Tuckett (PT)

Andrew Turnbull (AT)

Rod Wallace (RW)

Amanda Coleridge (AC) – Practice Manager

Dr Paul Russell (PR) - GP

APOLOGIES:

Su Smith

John Northcott

Item:	Subject:	Action:
1.	Apologies were noted and new Core Group members, Rob, Sally, Angela, and Jamie were welcomed to the group.	
2.	The notes of the meeting held on 21 st July 2016 were agreed and signed.	
3.	<p>Matters arising:</p> <ul style="list-style-type: none"> Research Ambassador - Andrew Turnbull has volunteered with the Clinical Research Network and is now included in their distribution list. Vice Chair – Rob Wallace from Riverside Surgery was appointed as Vice-Chairman. Electric wheelchair access at Riverside – The safety of patients in wheelchairs manoeuvring through the front door at Riverside directly in front of the steps was still an issue. 	<p>AC to link Andrew with our local Clinical Support Team (Tania Crabb)</p> <p>The practice will review this area and consider installing a safety rail directly in front of the front door.</p>

	<ul style="list-style-type: none"> PPG Patient Leaflets – A recent visitor to the practice had commented on the excellent leaflets and would be taking a copy back to their practice. 	
4.	<p>Presentation by Michael Benson “The Challenge of Old Age” - Dr Niall MacLeod</p> <p>The group discussed how we could improve the wellbeing of our community and raise awareness around self-care, healthy lifestyles and prevention; and what stops people from accessing the current provision. There are a large number of existing organisations locally which many people are unaware of. Suggestion of a ‘Community Care Day’ and inviting representatives of local organisation to raise awareness.</p>	<p>Agreed to invite the Wellbeing Co-ordinator from the new Wellbeing Programme to our next meeting, before establishing a Working Group.</p> <p>MB to write to all known groups to make them aware of our PPG and cc. Channel View Surgery and see if any support for a Community Care Day.</p>
5.	<p>Standing item: The V.PPG had not raised any new matters for consideration.</p>	
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 – Still small numbers, three patients raised concern about the wait for an appointment. Recognised that GPs across the country are all under pressure. Same day access is available for patients whose medical problem cannot wait until the next routine appointment. Suggestion Box – Nil to report NHS Choices – Nil to report National GP Survey – July 2016 <p>Three areas for improvement noted, continuity, opening hours, & convenience. It was agreed to advertise the GP’s working days in the next Patient Newsletter to help patients maintain continuity of care, although many patients are not aware of their usual GP. The usual GP is printed on prescriptions and it may be helpful if usual GP was identified on online access. With regard to opening hours, the practice provides the number of hours outside of normal opening that NHS funding currently commissions and the most recent Patient Newsletter included an article on how patients can access our services.</p> <ul style="list-style-type: none"> Car Parking at Riverside – A few patients had raised concern that people are using the surgery 	<p>AC to raise awareness with patients about appointment system in next Patient Newsletter.</p> <p>To advertise GP’s working days in next Patient Newsletter to help patients maintain continuity with their usual GP.</p> <p>AC to follow up with IT supplier whether ‘Usual GP’ can be identified to users of online access.</p> <p>MB & ST agreed to spend some time in the car park, speaking</p>

	<p>car park who do not attend the surgery.</p> <p>(Post meeting note -current signage at entrance to car park states "Surgery Car Park Only")</p>	to users to identify if there is a problem with 'rogue' users.
7.	<p>Standing item:</p> <p>Feedback from Patient Participation Locality Forum. There had not been a meeting since our last C.PPG meeting and future dates had not yet been circulated.</p>	
8.	<p>Facebook</p> <p>Good progress is being made and Rob, Michael & Angela to work with Jade (Practice receptionist) with a view to going public before our next meeting if possible. Members raised concerns about managing posts and privacy and the working group would find out how other practices manage these issues.</p>	MB/RD/AP & JM to meet as working party to progress.
9.	<p>CCG Public Consultation</p> <p>The C.PPG had worked hard to ensure as many patients as possible were informed of the process and had access to the information. PPG representation would be at the Flu Clinics on 1/10/16 and 15/10/16 to further raise awareness.</p> <p>It was agreed the PPG would not respond as an organisation as opinions were varied.</p>	
10.	<p>Flu Clinics – PPG Volunteers would attend the sessions on 1st October and 15th October to raise awareness of:</p> <ul style="list-style-type: none"> • PPG • Public Consultation • Patient On Line Access 	Volunteers to speak to AC.
11.	<p>Dementia Action Alliance</p> <p>PPG are keen to ensure patients' needs are met locally and agreed to discuss this with the Wellbeing Co-ordinator and the Dementia Support Worker before any further action.</p>	AC to invite Wellbeing Co-ordinator to next meeting.
12.	<p>Improving Practice Questionnaire</p> <p>Practice carrying out annual patient survey over next eight weeks and PPG volunteers had previously assisted with giving out the survey which had been a huge help to the practice.</p>	MB/AP/KHB/PS/JB /PT volunteered to assist this year and would attend either surgery when they were available and make themselves known to Reception.
13.	<p>Walking For Health</p> <p>Practice keen to encourage walking groups in Bovey Tracey for physical and mental wellbeing which can</p>	Agreed to discuss with Wellbeing Co-ordinator at next meeting

	reduce demand on GP appointments. Already an active 'Walk This Way' group in Chudleigh.	
14.	Confirm date of AGM in January 2017	To be confirmed at next meeting.
8.	Date of next meeting: Thursday 24 th November at 9.15am at Riverside Surgery, Bovey Tracey. (Date confirmed with Wellbeing Co-coordinator).	

Signed:..... Chair

Date: