

Meeting of Riverside and Tower House PPG

Date:
Thursday 22nd November

Time:
10:30am

Venue:
Riverside Surgery, Bovey Tracey

PRESENT:

Michael Benson (Chair), Roderick Wallace, Sally Titchener, Pamela Tuckett, Anne Broom, Maureen Birrell, Raymond Street, Helen Davidson, John Northcott, Alana Gunbie, Jane Mather & Jade Medlyn (Reception Team Lead)

APOLOGIES:

Amanda Coleridge, Dr Paul Russell, Carol Ramsey

Item:	Subject:	Action:
1.	The Chairman welcomed everybody to the Group and apologies were given.	MB
2.	The notes of the meeting held on the 22 nd September 2018 were agreed and signed.	<p>All</p> <p>Action to take: MB to invite someone from mental health at the Ness Centre to come in for a chat at the next meeting</p> <p>Sally to report back on the mental health report at next meeting that comes out 4th December</p> <p>AJC to report back on SystmOnline with regards to flexible ordering – make sure GP's are looking at textual requests</p> <p>AJC to invite any staff that want to come along to listen the Ness Centre Mental Health talk</p>
3.	<p>Matters arising:</p> <ul style="list-style-type: none"> Automatic Doors – They are now implemented at Tower House and working. Lots of positive patient feedback so far. All repairs have been carried out. Amanda will organise a photoshoot once she is back from annual leave. Thanks to the Practice from the PPG for organising. 	<p>AJC to organise a photoshoot</p> <p>JM to make a poster as to where the button is to open the door</p> <p>MB will write Thanks to the Partners/CCG & League of Friends for their input</p>

	<ul style="list-style-type: none"> Improved Access – Octobers results have now been published, this is strictly CONFIDENTIAL and must not be discussed outside of the PPG today. Discussion regarding how the system works and what can be booked in. Health Navigation – Partners have come to a decision that they do not want to progress with Health Navigation as they are not happy with their indemnity insurance cover. RD&E & blood samples taken at the surgery – Michael has written 2 letters to PALS and has now had a response to say that they will look into it and will let Michael know the outcome. Body Bequests – GP's are aware of this happening and are happy to undertake. Patients need to sort out the relevant paperwork for the GP. Note from GP's that it is a lengthy process when it happens Practice Boundary - Historic out of area patients will need to stay on the Practice list, NHS England have informed Amanda that we are not allowed to deduct these patients. However we will not be taking any new patients that are out of area. If a GP has to visit an out of area patient the GP will have a discussion with that patient regarding registering in their area. 	<p>JM to produce a leaflet that could be given out regarding what Nurses can do. A discussion was held that not many patients know what the Nurses are able to do/Nurse Practitioner. Write a piece for the Newsletter /Website and Facebook.</p> <p>MB will report back with any new information Anne noted a Channel 4 documentary that was TV recently regarding the RD&E and thought this might be good to share on Facebook. Anne will have a look for the programme and share with the group so JM can put onto Facebook.</p>
4.	<p>Chair of PPG for 2019 Pamela Tuckett put her name forward. This will become effective at the AGM</p> <p>Rod happy to remain as vice chair if the constitution allows</p>	<p>To check the constitution for how long a member can stay within the PPG ?3 years and review at next meeting</p> <p>JM to look into a room loop for those hard of hearing for meetings</p>

5.	<p>Standing item: Report on key themes, issues of suggestions that have been identified by any member of the PPG to help ensure members are engaged.</p> <p>Nothing to report on at this current time.</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 – The Practice was pleased to receive very positive comments this month “Just so helpful, pleasant and caring staff” “I cannot fault the service offered. The effort to respond to the ever changing needs of the community is greatly appreciated.” • Suggestion box – A suggestion was raised for texts to be sent regarding booking for the a flu vaccination – a discussion was held to say this year this was not appropriate due to the Health Department changing the vaccine last minute. We focused on targeting our most at risk patients before branching out to everyone else to make sure we had enough stock for all our patients. Texts are now starting to go out to everybody who hasn’t yet made their appointment. Another suggestion was made for the comments on SystmOnline blood results to be made simpler. • NHS choices – No comments have been made on the NHS choices Website 	<p>Nurses/GP’s/HCA’s to hand out Family and Friends questionnaires after consultations to boost numbers each month. Make a version for Facebook and publish</p> <p>JM to look into how GP’s report on bloods.</p> <p>It was suggested perhaps making a leaflet to explain what results mean in laymans terms for patients if text cannot be altered on SystmOnline</p>
7.	<p>Standing item: Feedback from Patient Participation Locality Forum</p> <p>Currently there is no admin staff so no minutes were taken to share with the group today. Our PPG leaflets were shared with the forum who thought we had done a brilliant job and thanks were given to Ray for this. The CCG merger has not been decided yet and Sally will keep us updated. It was noted that compared to other practices we have done very well for our Flu season despite the difficulty in getting vaccines this year. Plenty of good feedback from patients on how effective this years’ flu clinics were. Thanks to the Practice for all their help and to staff involved in the flu clinics.</p> <p>It was discussed that something ought to be written in the next newsletter regarding where to take used/not need</p>	<p>JM to remind Ray to include a piece in the next Newsletter regarding where to take used/not needed equipment</p> <p>JM to report back on our figures for flu uptake</p>

	equipment from hospital/physio's etc. Sally will find out where and report back.	
8.	<p>Dementia Friendly Practice Report</p> <p>The only comment made in the report was about the lighting at Riverside. This has been taken into consideration and the lighting was replaced on Saturday 17th November. It was decided that it would be a good idea to feedback the action taken and Alana Gunbie and Jane Mather stepped forward to lead this for both surgeries.</p> <p>It was noted that the lift in the surgery does need to be operated by a "trained professional" and it was asked whether reception could have training in this to allow wheelchair access upstairs instead of going outside. It would also mean that clinicians would not need to move rooms for those patients who are not physically able to get upstairs. Jade will speak to Amanda regarding this.</p> <p>It was also noted that there is some loose bricks outside the surgery near to the pharmacy – whose responsibility is it for the maintenance of this and the walkway at the back of the building to upstairs. Jade will follow up.</p> <p>Thanks were given to the Practice for their support.</p>	<p>JM to speak to AJC about the lift at Riverside – whether there could be training for reception to use to help our wheelchair users/disabled/dementia patients to get upstairs easier.</p> <p>JM to speak to AJC re whose responsibility it is for maintenance of outside and who's responsible for the walkway maintenance</p>
9.	<p>Younger patients & the PPG</p> <p>Ray had found a good website and suggested it would be a good idea for everybody to have a look https://www.england.nhs.uk/participation/get-involved/how/forums/nhs-youth-forum/ To review and report back.</p> <p>Chudleigh primary school will be visiting Tower House for children in need. They have some books to present to the surgery. This will be good for local connections and a younger audience.</p> <p>It was discussed that there is a local youth club in Bovey Tracey and it might be good for someone to pop along and support/give out leaflets or posters to pass on to the young people that attend for their thoughts or opinions.</p>	<p>All to review and report back at next meeting</p> <p>JM to let Ray have the details for the next newsletter. To put on Facebook and the Website</p>
10.	<p>Communications, Appointments/National GP Survey</p> <p>Recent Friends and Family was very positive, CFEP is ongoing so we will have to wait for the results on these regarding action for appointments.</p> <p>Discussion was had regarding the appointments at the minute, there is a little bit of a wait as we are a GP down</p>	

	<p>due to injury and we are not expecting them back until the new year. We have backfilled as much as possibly with locums to avoid cancelling appointments.</p> <p>DNA's were discussed and whether it might be appropriate to change out tactic on how we target DNA's</p>	
11.	<p>Winter Planning</p> <p>Amanda would like volunteer 4x4 drivers to help us throughout the winter if we should need it. It would be to help get staff to/from work, GP's to visits, get urgent prescriptions to patients etc. The Practice would like to keep a register so that we could call on someone if needed.</p> <p>A discussion was had regarding insurance, will the patient need to inform their insurance holder or pay a premium. Jade will follow up with Amanda and report back.</p> <p>Rod will speak to some members in the village and see if anybody would be willing to come forward.</p>	<p>Jade to find out whether patients would need separate insurance</p> <p>JM to write a piece for the Newsletter regarding volunteers</p>
12.	<p>Date for 2019 AGM and Open Meeting: Monday 21st January 2019 6pm for 6:30pm start at Riverside Surgery - AGM</p> <p>Note change of date – Wednesday 13th February 2019 6pm for 6.30pm start at Tower House Surgery – OPEN MEETING</p>	
13.	<p>Date of next meeting: Thursday 6th December 10:30am at Riverside Surgery</p> <p>To review the constitution before the AGM and start to gather together Nomination forms</p>	

Signed:

Date: