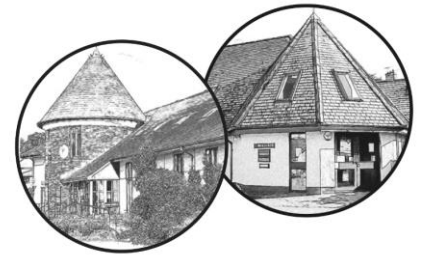


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PPG MEETING

Riverside and Tower House PPG

Date: 29th January 2025

Time: 15:00

Venue: Riverside, Bovey Tracey

PRESENT:

Rod Wallace (Chair)
Sally Titchener (Minutes)
Pamela Tuckett
Ray Street - Teams
Jenny Pryce-Davies
Tony Bartlett
Dougie Cooper
Riya Cooper
Megs Kiddle
Carol Ramsay
Trudy Abbott
June Weeks
Maureen Birrell
Anne Broom
Jane Mather
Jackie Huntington
Joseph Milburn, Health & Wellbeing Coach
Victoria Sheppard, Practice Manager

APOLOGIES:

Johanna Page
Tony Bartlett
Sheila Woodhouse
Janet Cooper
Michael Benson

Item:	Subject:	Action:
1.	Rod Wallace, Chairman, offered his welcome to all attendees and opened the meeting. All attendees present were given name labels.	
2.	Minutes from previous PPG meeting were agreed and signed.	
3.	Review actions from previous meeting(s): <ul style="list-style-type: none">Section on SystemConnect in both the most recent and next edition of newsletter reaffirming that patients are still able to make	

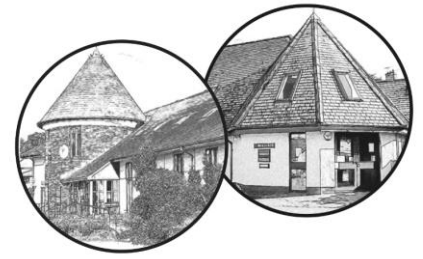
GP Partners: Dr Ben Ward, Dr Francesca Vazquez, Dr Deborah Hughes, Dr Tristan Oxenham, Dr Paul Russell, Dr Thea Collins, Dr Charlotte Stanley, Dr Heather Brook

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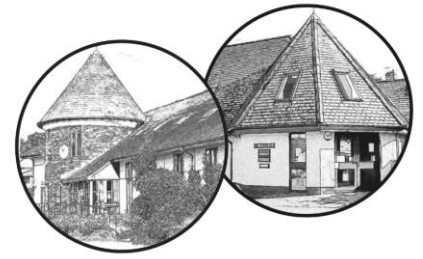


	<p>contact via telephone. This has been reflected in the increase in calls to Reception.</p> <ul style="list-style-type: none"> • Spellcheck on System Connect is not possible. • Male/Female GP option for System Connect can be requested in free text by patient. • GPs will have already stated what blood tests are required for patient when adding to ICE (Pathology program). • Signposting on website is being put together by Health & Wellbeing team and should be updated by March 2025. 	
4.	<p>Practice update:</p> <p>Staffing update: Dr Tessa Keeler is now on maternity leave. Hannah Cross, Social Prescriber is on maternity leave and has welcomed a daughter. Dr Jonathon Bialick (Forbes) is taking early retirement at the end of February. Paula Forsey, Practice Nurse is taking early retirement at the end of March. Jane Chadwick, HCA is leaving the Practice to work at a GP Practice in Exeter which will be closer to home. We are recruiting for a Practice Nurse and have replaced the HCA position.</p> <p>Events: A presentation will be given by VS to Bovey Tracey Activities Trust on 5th February on System Connect. VS and Dr Ward have a meeting with Bovey Tracey Mayor on 20th February. Ray Street will also be attending as representative for PPG.</p> <p>Guest speaker – Joseph (Joey) Milburn, Health & Wellbeing Coach: Joey explained how the Health and Wellbeing Team can help support patients by meeting with them and providing information to connect them with activities and services in the local community. The team do this by Social Prescribing and through Wellbeing Coaching; signposting is used to improve health and wellbeing by helping patients know where is best to access support for the problems that they are experiencing in the local community. Health and Wellbeing Coaching supports people to make positive changes in their lives.</p>	

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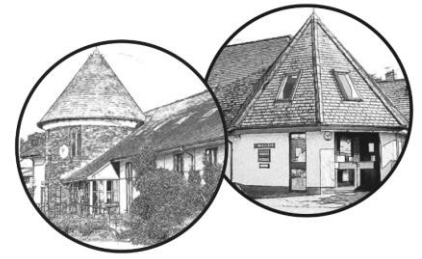


	<p>The Health and Wellbeing team have had a positive effect on the Practice in reducing the number of patients that would frequently request GP appointments, thus reducing the need for GP capacity. The team are well respected within Bovey Tracey and Chudleigh Practice. Patients are advised to self-refer for Health and Wellbeing services; a leaflet with more information is available in both surgeries. QR codes are on both the leaflet and consultant desks for direct self-referral, or patients can ask to be contacted by the Health & Wellbeing team at Reception.</p>	
<p>5.</p>	<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> <p>Local Pharmacy No further information from local Pharmacy. PNA should be reviewed in the next few months, and we hope that we are consulted.</p> <p>PPG virtual group We have maximum numbers for PPG Core group but would like to build up a Virtual PPG group, with different demographics and diversities. We will continue to mention this in our newsletter.</p> <p>System Connect The system is still in its early days and the Practice is continually learning how to provide the best outcomes for patients and GPs/ANPs. This week has shown a change in usage, on Monday there were 50 requests for appointments by 9am - this overloaded the Triage GP, and the system had to be paused whilst the backlog was addressed. It was opened later but this meant patients were unable to log into the system for a while. The total number of requests on Monday 27th January was 250. It appears that patients are choosing to log on early. On the following days, 180 -190 appointment requests were received per day. VS and Partners are working out how to manage this change in usage. A member of the admin staff supports the Triage GP.</p> <p>The PPG is aware that some people have been unable to access the system to request an appointment and they have been to A & E instead.</p>	

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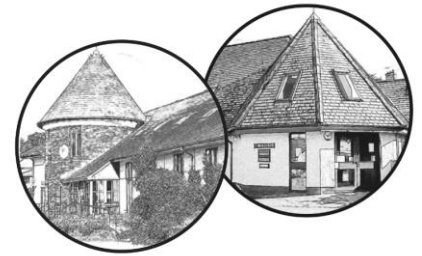


	<p>Information about improving signposting will be put on the Website, on Facebook, and in the newsletter to provide patients with the best ways to receive the support they need. This may not be with a GP appointment; it may be by contacting a more appropriate service.</p> <p>Victoria is presenting information to BTEC about System Connect and she will be able to answer questions. She will send the PPG members a copy of this presentation.</p> <p>A survey on Systm Connect has been conducted over the last week to monitor System Connect. Brief results being that of the 20 patients in the survey:</p> <ul style="list-style-type: none"> ➤ 18/20 people submitted an appointment request on their own. ➤ 17/20 had an answer within 5 hours. ➤ 14/20 thought the outcome was very good. ➤ Age of the patients in the survey was varied. <p>Understanding the various NHS Apps/Systems in operation:</p> <p>The question was raised about the confusion caused by the many and different NHS Apps/systems available. Confusion between the NHS App, System One, System Connect and System online.</p> <p>It is requested that an article is written for the newsletter to explain their different roles. For example, what do you use to book a GP appointment, to obtain repeat prescriptions to ask health questions, to book a blood test, or about test results or booking covid or other vaccinations etc. Which are best for general information or personal information?</p>	<p>To be included in March/April newsletter (VS / RS)</p>
<p>6.</p>	<p>Standing item:</p> <p>Patient feedback reviewed on the services delivered by the practice.</p> <p>Patients are asked to complete a survey after receiving support from the Practice which asks them how they found the service - 96 patients responded:</p> <ul style="list-style-type: none"> ➤ 72/96 responded very positively about the service they received. ➤ 9/96 reported problems booking their appointment online. ➤ 13 people raised complaints about the service. <p>This is an anonymous survey so issues raised cannot be followed up. Patients who have personal worries or</p>	

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	<p>concerns about the service they have received can raise these with Victoria Sheppard, Practice Manager. VS stated that all positive and negative feedback is listened to, fed back to staff and training or actions taken when needed.</p>	
7	<p>Standing item: Feedback from Patient Participation Locality Forum – Sally Titchener: This group is the local forum for the 7x GP practices in our Primary Care Network Community. It meets 6x a year. Sally was unable to attend the last meeting. The PPG Forum is still looking for a chairperson. The aims of the group are for PPGs to share their experiences with the other PPGs and take any issues forward from the group to the relevant body and to discuss topical issues affecting their and other Practices. Sally asked that if there are any members of the Bovey Tracey and Chudleigh PPG who are interested in finding more about the group and/or would like to join Sally in the group, it would be very useful, to ensure that we have representation. Also, if anyone is interested in chairing the PPG Forum, they can either contact Sally or Mike Joyce who is the retiring chair. If anyone is interesting in finding out more about the PPG Local Forum by meeting up this can be arranged by contacting Sally.</p>	
8.	<p>Standing item: Current list size and growth from last meeting 15043 (was 14,983 at last meeting in December).</p>	
9.	<p>AOB: Breast screening service will be available at the House of Marbles car park from the end of February until early April – this has been posted on the Practice Facebook page, in The Cottage magazine feature and will also be mentioned in the next patient newsletter.</p>	
10.	<p>Date of next meeting: Thursday 27th March at 1pm at Tower House – guest speaker will be Rosie Muscott, PCN Manager.</p>	

Signed:..... Chair

Date:

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