

Meeting of Riverside and Tower House PPG

Date: Thursday 19 th September 2019	Time: 10:30am	Venue: Riverside Surgery, Bovey Tracey
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PRESENT:

Pamela Tuckett (Chair), Maureen Birrell, Anne Broom, Ray Street, Sally Titchener, Rod Wallace, Dr Francesca Vasquez (GP), Amanda Coleridge (Practice Manager), Ben Bishop (Deputy Practice Manager)

APOLOGIES:

Patricia Jewett, Jane Mather, Richard Smith, Michael Underwood

Item:	Subject:	Action:
1.	<p>Pam Tuckett welcomed Core Members and our guest speakers to the meeting.</p> <p>The meeting also welcomed Dr Francesca Vasquez as the practice clinical representative for Riverside Surgery.</p>	
2.	Agreed and signed the notes of the meeting on 11 th June 19	
3.	<p>Matters arising:</p> <ul style="list-style-type: none"> Lift at Riverside – Ben Bishop gave an update to the group advising a supplier had now been selected to install lift and the hope is work can be completed within 2019, subject to confirmation of funding from the League of Friends Hearing loop – 2 portable loops have now been purchased, one of which was present at the meeting. Some background ‘buzzing’ was experienced by one user. Ben Bishop to investigate. Diabetic Retinal Screening - Amanda updated the group following concerns raised by patients that clinics had been ceased at Riverside and Tower House by the new service provider from 1st April 2019. Riverside Surgery has now been reinstated as a Diabetic Eye Screening for patients from both surgeries. While Tower House Surgery has not been reinstated at this time, it will be kept under review. 	Ben to investigate ‘buzzing’ on hearing loop, if something experienced by other patients to contact manufacturer.
4.	<p>Practice Update:</p> <ul style="list-style-type: none"> GP Recruitment – Amanda updated the group on the recruitment of our two new salaried GP’s – Dr Paul Graham, starting in October & Dr Tessa Keeler, starting in January. Dr Mills is on long term sickness absence and the practice is currently 	

	<p>looking at backfill for these sessions. This should alleviate the pressure on our routine pre bookable appointments. Amanda thanked the group and our wider patient base for their patience during a difficult time over the summer months.</p> <ul style="list-style-type: none"> Centrifuge – Both Riverside and Tower House Surgery centrifuges are now operational and in use. This allows the surgeries to take bloods throughout the day, whereas previously we were limited to morning appointments only due to the courier timetable. This is a big step forward for the practice and increases our phlebotomy capacity. 	
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"> Chudleigh & Bovey Tracey Youth Club – Devon CCG were due to send a questionnaire for 12-16 year olds that we could distribute via the youth club, however they have not yet done so. Sally agreed to chase this up and report back at next meeting. Newton Abbot Hospital X-Ray appointments – Amanda passed on some patient feedback regarding the x-ray walk in service at the hospital and difficulties experienced with booking an appointment and waiting times. Those present had not experienced such difficulties and the patient concerned was following this up with the hospital. 	Sally Titchener to chase CCG regarding 12-16 year old patient questionnaire.
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 – 4 responses received through the FFT. Two were overwhelmingly positive, regarding our admin staff and GPS. One was a complaint regarding the local chemist, over which we have no control and the final comment was regarding the technique of our phlebotomist. As these comments are anonymous it is difficult to investigate other than share the comments with the teams. Suggestion Box – Nothing new to report NHS Choices – Nothing new to report 	
7.	<p>Standing item: Feedback from Patient Participation Locality Forum</p> <ul style="list-style-type: none"> Sally and Ray attended the forum and the main 	

	<p>take away from the day was that our PPG was already implementing many of the suggestions & idea's that were put forward by others. It is likely the CCG will no longer attend the Forum and Sally didn't feel it would be beneficial to attend further forums if this was the case. The Core Group agreed and were happy to go with Sally's judgement on this.</p> <ul style="list-style-type: none"> • Sally discussed a group that had spoken at the Forum – Newton Abbot Community Transport, and passed out leaflets for their service. The service is wheelchair friendly and members of the public are able to use their bus passes for this service on the 88 & 361 routes. Otherwise a return trip from Bovey Tracey to Newton Abbot is chargeable at £14.30. Amanda agreed that these could be displayed and the practice waiting room and put on the next patient newsletter. It was also suggested that this could be something useful to share with the Bovey over 60's group and Maureen to do this. • Sally raised a query that was discussed at the forum regarding whether we charge as a practice for signing forms, including Universal Credit applications. Amanda directed Sally to our website where there is advice on chargeable items, Ben to look into Universal Credit applications specifically and report back at next meeting. 	<p>Maureen – to look at introducing NACT into the Bovey over 60's group</p> <p>Ben – to display leaflets in Riverside waiting room</p> <p>Ray – to add details of the service to next practice newsletter</p> <p>Ben – to report back on whether/what the practice charges for signing off Universal Credit applications</p>
8.	<p>Return of Community Equipment</p> <ul style="list-style-type: none"> • Ben read out a 'statement' from Jane Mather in her absence (statement attached the notes) regarding issues that she had experienced when seeking to return used equipment to Millbrook Healthcare. Jane had asked whether the group would be happy for her to invite a representative from Millbrook to a future meeting to discuss any issues experienced. All members were happy with this. 	<p>Ben – Contact Jane and advise that group were happy for Millbrook to attend a future meeting.</p>
9.	<p>National Patient Survey Results 2019</p> <ul style="list-style-type: none"> • Amanda shared the practices results from a recent national survey in which Bovey Tracey & Chudleigh Practice. 92% of patients found receptionists at the practice helpful (89% nationally). 74% of patients are satisfied with the general practice appointment times available (65% nationally). 76% of patients were 	

	<p>offered a choice of appointments when booking. (62% nationally).</p> <p>Full results of the survey are available to view at: https://www.gp-patient.co.uk/</p>	
10.	<p>Flu Campaign 2019-20</p> <ul style="list-style-type: none"> Amanda updated the group on this years flu campaign and gave the dates of our first two clinics: Over 65's – Saturday 21st September – Riverside Under 65's – Saturday 12th October – Towerhouse <p>Several of the group volunteered to assist at the first clinic at Riverside, which was welcomed and their help was greatly appreciated on the day.</p> <p>Post Meeting Note – the under 65's clinic has unfortunately had to be cancelled due to a delay in vaccine stock arriving. An alternative date will be communicated in due course.</p>	
11.	<p>National media coverage re: half day closing</p> <p>Amanda addressed some recent media coverage regarding half day closing of GP practices. It was advised that the practice had previously closed for 1 afternoon per quarter to facilitate training for clinical and non clinical staff. This had now been stopped due to a national directive. All members felt that if the training was necessary then they would not have a problem with the practice closing and would support this change being reversed.</p> <p>Amanda advised that it may be possible for the practice to close three times per year for a session if they submit a business case to NHS England and this was overwhelming supported by the group.</p>	
12.	<p>A.O.B.</p> <p>Lloyds Pharmacy Update – Amanda updated the group on a change in Lloyds & Boots pharmacy prescription processing times. Patient prescriptions are now being processed away from the pharmacy itself, and delivered back to the individual pharmacy 'store' in bulk. Patients are therefore being asked to anticipate a 7 day 'turnaround time' on repeat prescriptions. The practice continues to produce the repeat prescription within 2 working days. It was agreed that this would be communicated to the wider patient base via our next patient newsletter.</p> <p>Changes to Devon Doctors Service – A patient commented they had been advised to attend Torbay Treatment Centre</p>	<p>Ray – to add to next practice newsletter</p> <p>Ben – update SystmOnline to advise patients pharmacies expect a 7 day turnaround on repeat prescriptions</p> <p>Amanda – seek clarification on potential changes to Devon Docs.</p>

	<p>recently, rather than Newton Abbot. Amanda agreed to contact Devon Doctors to request clarification of any changes to the service.</p> <p>Post Meeting Note:</p> <p>A statement (full statement attached to these minutes) received from Devon Doctors CEO Dr Justin Geddes confirms that there are to be changes in the hours Devon Doctors are available at Newton Abbot Hospital. They place the reason for the change as being 'the clinical resource required to operate the Newton Abbot treatment centre was disproportionate to the demand from service users in this area'. The new opening times are listed below:</p> <p>Monday – Friday: Run from Torbay Saturday: 0900 – 1500 Sunday: 0900 – 1400</p>	
12.	<p>Dates of next meeting:</p> <p>Core Meeting: Thursday 7th November – 10.30am @ Towerhouse Surgery</p> <p>AGM: Wednesday 22nd January 2020</p> <p>Open Meeting: Monday 10th February – 6pm for 6.30pm start</p>	

Signed:..... Chair

Date: