

ANNUAL GENERAL MEETING
Riverside and Tower House PPG

Date:
Wednesday 17th January 2018

Time:
6.30pm

Venue:
Tower House Surgery,
Chudleigh

PRESENT:

Core Group:

Michael Benson (Chair), Rob Wallace (Vice-chair), Amanda Coleridge (Secretary/Practice Manager), Dr Tristan Oxenham, Pamela Tuckett, Rachael Cameron, Alana Gunbie, Carol Ramsay, Ray Street.

There were 8 patients present (as per the attendance record)

Jo Curtis, Patient Engagement Lead for South Devon and Torbay CCG.

APOLOGIES:

Apologies were received from John Northcott, Anne Broom, Rob Dixon.

Item:	Subject:	Action:
1.	<p>Michael, the Chairman, offered a warm welcome to all those present.</p> <p>Michael expressed thanks to Fiona Halstead, who had recently stood down from the Core Group, for her contribution to the Group and sharing all her expertise, knowledge and wisdom so willingly.</p>	
2.	<p>Chairman's Report:</p> <p>Michael explained the purpose of the PPG was to facilitate good relations between the practice and patients by communicating patient experience, interest and concerns. It was a 'critical friend' providing constructive feedback to the practice on current procedures and any proposed new developments. The PPG worked collaboratively and positively with the practice to improve services and facilities for patients. The PPG was also representative on other external groups providing patient feedback to influence local provision of health and social care.</p> <p>The PPG meets approximately every 6 weeks at either Riverside Surgery or Tower House Surgery, normally during the daytime and reviews patient feedback from a number of</p>	

	<p>sources including the Friends and Family Test, NHS Choices, and directly from the Core Group. The Group will then work with the practice to try and resolve any issues.</p> <p>As a result of working with the PPG this year the practice has:</p> <ul style="list-style-type: none"> • Installed safety railings outside Riverside Surgery • Improved lighting in the waiting room at Tower House Surgery. • Reviewed the rate of ‘Did Not Attends’ and adopted a number of strategies suggested by the PPG to improve attendance rates. • Reviewed the space in the Waiting Room at Riverside Surgery to provide more space for wheelchairs/pushchairs. • Increased the number of chair ‘raisers’ in both Waiting Rooms • Reviewed telephone answering data to maximise resources during peak times • Increased the uptake of Facebook to try and engage with a wider population <p>Priorities for next year include:</p> <ul style="list-style-type: none"> • Upgrading the front doors at Tower House Surgery to automatic to improve access for those with limited mobility/wheelchair/pushchair users. The PPG are working hard to try and identify funding of 11k for this project. • Working with the Alzheimer’s Society to make the practice as ‘dementia friendly’ as possible. <p>Any patient or their Carer is most welcome to join the Core Group at any time and as a volunteer may give as little or as much time as they wish.</p>	
3.	<p>Update by Jo Curtis, Patient Engagement Lead, South Devon & Torbay Clinical Commissioning Group (CCG)</p> <p>Jo explained the CCG was responsible for commissioning and co-designing healthcare services in the local area. Jo’s role was to ensure patient engagement in this process to ensure the patients’ voice was heard at CCG level.</p> <p>The CCG organises patient engagement events and groups involving patients and/or PPGs and there were representatives from our own PPG on the Newton Abbot Forum and the</p>	

	<p>Stakeholder Group for the local Health and Wellbeing agenda looking at self-care, prevention and wellbeing and how the new model of care is working.</p> <p>Jo explained the Peninsula PPG Network has been established recently to support the development of a supportive network for PPG's and has carried out a survey across the Peninsula to find out more about the current status of PPG's. Jo distributed a copy of the Newton Abbot Locality Report.</p> <p>The CCG keen to understand how they can have proper engagement with patients - who to ask and how to ask. The CCG issues a newsletter "Participation Update" every 8 weeks or so to keep patients informed. To subscribe to the distribution list email jo.curtis@nhs.net .</p> <p>Updates are also available on the CCG website http://www.southdevonandtorbayccg.nhs.uk/get-involved/Pages/participation-update.aspx</p>	
4.	<p>Election of Officers:</p> <p>Chair As there were no other nominations for Chair Michael Benson was re-elected.</p> <p>Vice-Chair As there were no other nominations for Vice-Chair Rod Wallace was re-elected.</p> <p>Secretary As there were no other nominations for Secretary Amanda Coleridge was re-elected.</p>	
5.	<p>The Chairman thanked those for attending and the meeting closed at 7.15pm.</p>	

Signed:..... Chair

Date: