

Meeting of Riverside and Tower House PPG

Date: Monday 17 <sup>th</sup> August 2020	Time: 10:30am	Venue: Remote Meeting via Zoom
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**PRESENT:**

Pamela Tuckett (Chair), Rod Wallace (Co-Chair), Ben Bishop (Deputy Practice Manager), Amanda Coleridge (Practice Manager), Ashleigh Hellier (PCN Health & Wellbeing Coordinator), Dr Francesca Vasquez (GP Partner), Tony Bartlett, Michael Benson, Maureen Birrell, Anne Broom, Lorraine Evans, Margaret Kiddle, Jane Mather, Carol Ramsey, Ray Street,

**APOLOGIES:**

Dr Tristan Oxenham, Alana Gunbie, Patricia Jewett

Item:	Subject:	Action:
1.	Pam Tuckett welcomed Core Members and all members on the call introduced themselves in turn.	
2.	Agreed the notes of the meeting on 9 <sup>th</sup> January. Ben to sign them on behalf of Pam	
3.	Matters arising: <ul style="list-style-type: none"> <li>• Review action points from previous meeting :</li> <li>- N/A</li> </ul>	
4.	<p><b>Practice Update:</b></p> <ul style="list-style-type: none"> <li>• Amanda provided the group with an update on further recruitment for PCN roles. We are pleased to have now recruited 2 further Social Prescribers and 2 Health &amp; Wellbeing Co-Ordinators meaning each practice in the PCN now has its 'own' on site social prescriber with support being offered by the coordinators. Recruitment for additions to our pharmacy team is ongoing but proving challenging as private pharmacies are able to offer more favourable terms.</li> <li>• Dr Tessa Keeler at Riverside &amp; Dr Emma Williams at Towerhouse will be taking maternity leave from September &amp; December respectively. We have successfully recruited cover for Dr Keeler and recruitment for Dr Williams cover is ongoing with some positive options being considered.</li> <li>• The lift at Riverside is now installed and fully functional. It is already proving very helpful as we have have to use our upstairs rooms more during the Covid pandemic. The practice still plans to have an official 'opening' when we are able to thank both the League of Friends and Bovey Befrienders who donated to the project.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Dr Vasquez and Ben gave the group an update on the practices current protocols and procedures during the Covid-19 pandemic and how the team have coped throughout. We are now operating a 'total triage' model for GP appointments, meaning all patients are consulted via telephone or video consultation in the first instance. However any patient that NEEDS to be seen face to face will always be able to do so safely and quickly and this has been the case throughout the pandemic. A more thorough explanation of the practices protocols is available in the latest practice newsletter, kindly produced by Ray.</li> <li>• Amanda gave the group a run through of this years flu campaign and how it will be different this year in light of the challenges faced due to Covid-19. This year the practice will be contacting patients to ask them to get in touch, with the first cohort of patients being contacted being over 65 year old patients with long term conditions. The practice will be offering 3 full day Saturday clinics at Riverside as well as a full week of morning flu clinics at Towerhouse in September. The additional cohort of 50-64 year olds will be contacted later in the winter, around November/December to be booked in, vaccine stocks permitting.</li> </ul>	
5.	<p><b>Standing item:</b> 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"> <li>• None Received</li> </ul>	
6.	<p><b>Standing item:</b> Review any patient feedback about the services delivered by the practice.</p> <ul style="list-style-type: none"> <li>• Friends and Family Test – <b>17 Total Responses (15 V. Likely, 1 Likely, 1 Unlikely)</b></li> <li>• Suggestion Box – <b>No new responses</b></li> <li>• NHS Choices – <b>No new responses</b></li> <li>• Patient Survey – <b>Practice results available at <a href="https://www.gp-patient.co.uk/report?practicecode=L83045">https://www.gp-patient.co.uk/report?practicecode=L83045</a></b></li> </ul>	
7.	<p><b>Standing item:</b> Feedback from Patient Participation Locality Forum</p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>	
8.	<p><b>Increase in patient numbers since last meeting:</b> 09/01/20 (Last Meeting) – 14566</p>	

	05/08/20 (Current) - 14525	
9.	<p><b>A.O.B</b></p> <ul style="list-style-type: none"> <li>• Maureen asked whether the practice would need PPG assistance for flu clinics this year? – Amanda advised that unfortunately due to social distancing rules this year we were not able to accept volunteers for this year’s clinics.</li> <li>• Megs asked whether the practice felt prepared for any potential second wave. Ben &amp; Dr Vasquez advised that we now had robust procedures in place and unlike the beginning of the pandemic, we have had time to plan how we will react so are confident that we are well prepared and able to offer a good quality service to all patients whatever happens.</li> </ul>	
12.	<p>Dates of next meeting:</p> <p><b>Core Meeting: Date TBC – will aim for late Oct/early Nov</b></p>	

Signed:..... Chair

Date: .....