

Meeting of Riverside and Tower House PPG

MINUTES

Date: Tuesday 21 st February 2023	Time: 10.30am – 12.30pm	Venue: Tower House Surgery
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PRESENT:

Ben Bishop (Practice Manager), Jade Medlyn (PA to Practice Manager)

Pam Tuckett (Chair), Rod Wallace (Vice Chair), Jane Mather, Megs Kiddle, Anne Broom, Michael Benson, Sally Titchener, Tony Bartlett, Carol Ramsay, Ray Street & Maureen Birrell.

APOLOGIES:

Shelia Woodhouse

Item:	Subject:	Action:
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1.	Pam Tuckett welcomed Core Members and all present introduced themselves in turn.	
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2.	All members agreed the notes of the meeting on 15 th November 2022.	Pam signed the minutes.
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3.	<p>Matters arising:</p> <ul style="list-style-type: none"> Action points from previous meeting reviewed Jade to carry through items on Friends and Family Shelia asked if we could revisit someone from the Practice doing a talk at the Bovey Tracey Activities Trust. Ben to contact Bovey Tracey Activities Trust to see what dates would be best for him and Sally to attend, all other actions completed 	<p>Jade to look at FFT on website - edit and explain more thoroughly</p> <p>Jade to link FFT to complaints section on website</p> <p>Jade to liaise with Michael and Shelia when newsletters are ready to be distributed</p> <p>Ben to get in contact with Bovey Tracey Activities Trust to see what dates would be best to attend – to let Sally know</p>
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4.	<p>Update on Social Prescribing</p> <ul style="list-style-type: none"> The team are now known as the Health & Wellbeing Team, which better reflects what they offer There is cover from the team every day Andrea is based at Riverside however does move around a bit in light of her ever-growing team Andrea no longer has a huge caseload due to her increasing role in supporting her team The team have currently received 251 referrals since April 2022 – currently only 4 patients on the waiting list for their initial contact 	
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	<ul style="list-style-type: none"> • The team are currently running a trial at Kingskerswell and Ipplepen allowing GPs to book patients a call back with one of the team instead of making a referral. If successful, it will be rolled out across all 3 PCN practices • Case study – please see attachment to read and digest in own time. This case study gives an insight into a typical referral that the team receive, and how they would deal with it. The case study is anonymous, and not a patient registered at either Riverside or Tower House. 	
5.	<p>Guest Speaker:</p> <ul style="list-style-type: none"> • Adrian, Practice Pharmacist – Adrian is solely attached to Bovey Tracey & Chudleigh Practice. His main role is to answer queries, either from patients or GPs, changing repeat templates and doing medication reviews. • The PCN currently have 3 pharmacists, one based at each Practice, and 2 pharmacy technicians • Pharmacy technicians hold NVQ Level 3 qualifications, and are often the more senior of the dispensing staff out in the community • Pharmacy technicians deal with any medication changes or queries raised in discharge summaries, synchronisation of patient’s medications and audit work • Adrian is qualified in his own right to prescribe and is also currently heavily involved with managing patients’ blood pressures, and cholesterol (lipids) • Reception staff are trained to streamline workload to be dealt with by the most appropriate person • It was agreed that Adrian would right a piece on his role within the Practice to go out in the next patient newsletter • Community pharmacies are also providing a New Medicines Service which essentially provides information to patients on their new medications and then the pharmacy reviews the patient after a month/six weeks of taking the medication to see how they are getting on • A question was raised on “yellow cards” – Adrian confirmed that practices use them to flag up adverse reactions on patients’ records. Patients can also do this from home by going onto the MHRA website 	Adrian to write a synopsis of his role for the Patient Newsletter
6.	<p>Practice Update:</p> <ul style="list-style-type: none"> • EV Charging – project currently stalled due to not being able to contact providers for quotes. Anne suggested looking at Teignbridge and Devon 	Jade to look at Teignbridge and Devon County Council websites to find out more information

	<p>County Council website to see if they had any grants available for the practice to use</p> <ul style="list-style-type: none"> • Nurse room upgrades – only 3 rooms left to renovate, these will be completed over the coming months • Partnership changes – Dr Kinsella and Dr Maybin will be retiring soon. Dr Kinsella will be retiring in Sept 2023, and Dr Maybin will be retiring in March 2024. We have had a couple of interested parties for partnership. Any decisions made will follow • Winter illnesses – the Practice has been hit hard and fast this winter, with lots of winter illnesses. Now starting to ease slightly as media coverage around Strep A has reduced • Flu uptake – local uptake was really good – Jade to add figures to next patient newsletter • Waiting room space – it was asked whether the space could be utilised better. In terms of infection control guidance, we are compliant, however, we could now add some more chairs to both waiting rooms • Houghton-Barton – we have been informed by the estate that they have some space that we could potentially rent from them. Ben is due to meet them in the coming weeks and will find out some information 	<p>Jade to add flu figures to next patient newsletter</p> <p>BB to look at putting the waiting room chairs back out</p>
7.	<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"> • Future of video consultations through Skype, Teams, Zoom & Whatsapp (Tony) – as a practice we still retain the ability to do video consultations with eConsult, although at present we do very few video consultations. eConsult is extremely popular with our patients. It was suggested that we add a piece to the next patient newsletter • NHS App (Tony) – Very useful for patients, used by many. It was noted that all patients now have prospective access to their records since 1st February 2023. • Do we know what we can do to help the practice over the coming year? (Michael) – as Michael had to leave the meeting early it was agreed this would be a good question to agenda for the AGM • How can we judge if as a PPG we are being effective? (Michael) – as Michael had to leave the meeting early it was agreed this would be a good question to agenda for the AGM 	<p>Jade to add Michael's questions to the AGM agenda</p> <p>Jade to add eConsults to the next patient newsletter</p> <p>Jade to add support for unexpected hospital admissions to next patient newsletter</p> <p>Jade to let Tony have a list of all the carers code and specifically what code we use</p>

	<ul style="list-style-type: none"> • https://devoncarers.org.uk/support/hospital-services/ (Tony) – this support was written to help with unexpected admissions to hospital. Very useful for all to have a look at. Jade to add to next patient newsletter • Business card project for identifying unpaid carers (Tony) – project currently stalled, Tony will update when things start to move again • Carer friendly Devon – local care partnership (Tony) – Tony wanted to know whether the practice had any contact from Care friend Devon. To date no proactive contact. Tony asked whether he could get a list of all the carers code the practice can choose from when readcoding records, and specifically what code we use prominently in house. 	
8.	<p>Standing item: Review any patient feedback about the services delivered by the practice.</p> <ul style="list-style-type: none"> • <u>Friends and Family Test (FFT)</u> – very little responses for December and January. Jade to add all informal feedback received on compliments register for next meeting. It was also suggested that no infection control has been relaxed perhaps reception could replenish stocks of paper forms. Ben noted that there might be a module on Clarity whereby you can create a poster with a QR code to put in both reception areas. Jade to look at. • <u>Suggestion Box</u> – No Responses • <u>NHS Choices</u> – No new reviews 	<p>Jade to add all informal feedback received on compliments register for next meeting</p> <p>Jade to look at Clarity for QR code module</p>
9.	<p>Standing item: Patient Participation Locality Forum – Sally</p> <p>Sally is still happy to attend, however there are no longer any CCG/ICB representatives present at the meetings and therefore the feedback chain has disappeared.</p>	
10.	<p>Standing item: Current list size and growth from last meeting? Previous meeting (03.11.22) - 14,776 As of (09.02.2023) – 14,767</p>	
11.	<p>Standing item: Feedback from PPG sub-group on improving patient feedback</p> <p>Nil since last meeting. Waiting for more feedback to be gained before reporting at next meeting.</p>	

12.	<p>Any other business:</p> <ul style="list-style-type: none"> • Nominations for Chair, Vice Chair and Secretary to Ben via email before AGM – Rod did mention at the meeting he would be happy to stand as Chair • Sally had mentioned that a patient had told her about the Exeter Travel Clinic, before this, she was not aware of it. Jade to write piece for the patient newsletter • It was suggested that there should be a standing item in the agenda related to Carers. All agreed. It was also asked if Andrea could be invited to the next meeting as Carers Champion • In terms of retirements, Anne asked whether patients were going to be consulted before moving their Usual GPs. Yes, patients will be auto moved to another GP depending on list sizes, but patients will be told that this has happened. • Tracey House will be closing at the end of March as the owners are retiring. At present we are unsure what will happen to the residents and whether the home will be sold as a care home. • Jane wanted to ask a couple of questions regarding 'Well Persons Checks', Ben suggested that we invite Carol to our next meeting to discuss in further detail 	<p>Jade/BB to circulate job descriptions</p> <p>Jade to write piece on Exeter Travel Clinic</p> <p>Jade to add Carers section to next agenda</p> <p>Jade to invite Andrea to next Core Group meeting</p> <p>Jade to agenda 'Well Persons Checks' for the next meeting</p>
13.	<p>Dates of next meeting:</p> <p>AGM: 17th May 2023 6:15pm for 6:30pm at Riverside Surgery</p> <p>Core Group Meeting: TBC at AGM</p>	

Signed:..... Chair

Date: