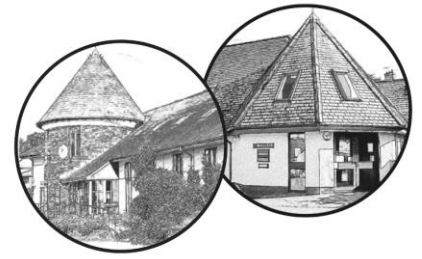


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PPG MEETING

Riverside and Tower House PPG

Date: 3rd December 2024

Time: 15:00

Venue: Tower House, Chudleigh

PRESENT:

Rod Wallace (Chair)
Sally Titchener (Minutes)
Pamela Tuckett
Ray Street
Michael Benson
Jenny Pryce-Davies
Johanna Page
Tony Bartlett
Dougie Cooper
Riya Cooper
Megs Kiddle
Janet Cooper
Dr Ben Ward, GP Partner
Victoria Sheppard, Practice Manager

APOLOGIES:

Carol Ramsay
Trudy Abbott
June Weeks
Maureen Birrell
Sheila Woodhouse
Anne Broom
Jane Mather
Jackie Huntington

Item:	Subject:	Action:
1.	Rod Wallace, Chairman, offered his welcome to all attendees and opened the meeting. All present introduced themselves for the register and the Surgery that they attended.	
2.	Minutes from previous PPG meeting were agreed and signed.	
3.	Actions from previous PPG meeting were reviewed and updates as follows: <ul style="list-style-type: none"> Future Newsletters will provide a link to the latest PPG meeting minutes – RS will action. 	

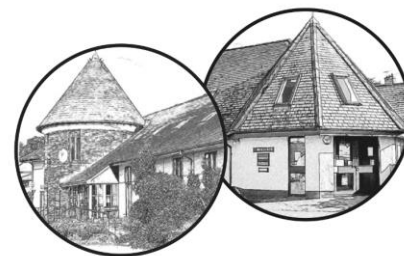
GP Partners: Dr Ben Ward, Dr Francesca Vazquez, Dr Deborah Hughes, Dr Tristan Oxenham, Dr Paul Russell, Dr Thea Collins, Dr Charlotte Stanley, Dr Heather Brook

GPs: Dr Rosalind Mills, Dr Paul Graham, Dr Martin Rolph, Dr Emma Williams, Dr Tessa Keeler, Dr Natalie Lukeman, Dr Jonathan Bialick

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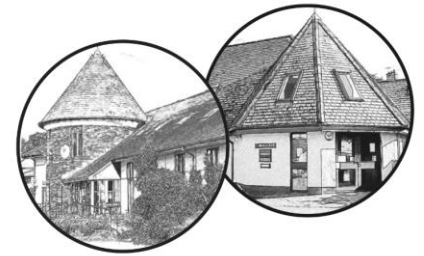


	<ul style="list-style-type: none"> It is not possible for the PPG to have its own nhs.net email address. Communication shall continue via the contact.btcp email address. 	
4.	<p>Practice update:</p> <ul style="list-style-type: none"> Pharmacy issues: There is no update from the last meeting. Those who wish to submit their views can still feed into the review on Pharmacy Provision in this area, by raising comments and concerns to https://ow.ly/Prpcp50SCpYB System Connect: Dr Ward explained that the new system has massively improved the GPs ability to manage appointment requests. The triage system gives the triage GP information to allocate the requests appropriately and ensure that urgent issues can be dealt with promptly. It has resulted in more face-to-face consultations and enabled phone calls with patients to be made when relevant. Patient demand is being met. All practice GPs feel the system is more efficient and manageable. Dr Ward feels that judging by how patients have filled in their responses on the appointment request forms, many have managed it very well. In addition to this, how they have explained their problems in writing seems to be a preferred way for some patients. There have been many problems raised by patients, to PPG members, about the confusion, frustration and stress experienced by patients who have found the system difficult to understand. Patients have expressed to PPG members that when trying to book appointments, the system is closed because it is full, and they are told to try the next day. There is concern that these patients may not try again and may not contact the Practice. The concern of patients deciding it is too difficult, complicated, and inflexible to use may mean patients do not seek advice from the practice. They may be put off from trying to get an appointment they need, and instead hope their condition will go away. The number of appointments has reduced but considerations 	

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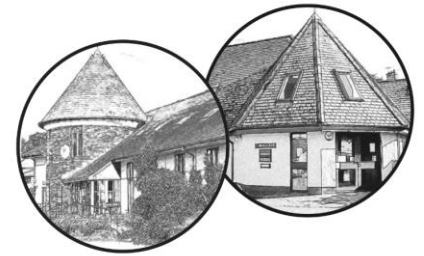


	<p>need to be in mind that this may be because the triage GP is able to answer a lot of health concerns that may not be needed to translate into appointments.</p> <p>It was questions if there was data on the number of patients who use System Connect, but do not complete their request.</p> <p>Photos can be sent to aid the clinical assessment, but some patients do not have the technical ability or equipment to do this.</p> <p>Patients need to have good body awareness, understanding of their body parts, etc to be able to explain their problem. To use the system, and answer the questions raised clearly, patients would need a good level of literacy. It was suggested that a career, family member or friend could help if needed, however there is always the resource of contacting the Practice and an administrator can complete the System Connect request on their behalf.</p> <p>The Practice is always open on telephones during working hours and does not want to discriminate patients at all, hence why Reception staff are briefed to always offer to help if patients, for example, are not computer literate, have poor internet connectivity or have dyslexia.</p> <p>VS to look in to a spellcheck feature being added to System Connect. This is to ensure that patients do not feel intimidated when using words that they may not know how to spell.</p> <p>Patients can request to have a male or female GP in the content of their request; however, it may be a useful option to have this request clearly visible.</p> <p>These matters will be considered by the Practice.</p> <p>It is felt that not enough patients understand they can still telephone the practice. For those who cannot use System Connect, they can always ring the surgery during opening hours, to get help.</p> <p>The ability to still telephone the surgery will be stated clearly in the next newsletter, on the website, in the surgery waiting room and in The Cottage to ensure that patients are aware of this.</p>	<p>Ensure that this message is added to the next patient newsletter (VS / RS)</p> <p>Ascertain if spellcheck can be added to System Connect (VS)</p> <p>Investigate if an option for a male or female GP could be added to System Connect (VS)</p>
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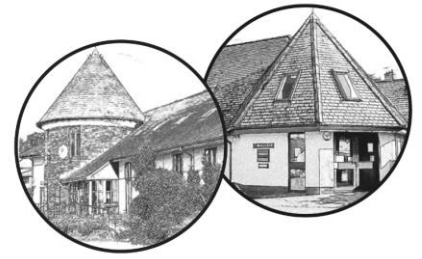


	<p>This is month 3 of Systm Connect, and the system will be continually monitored and improved.</p> <p>Patients can continue to book blood tests using Systm Online. Practice to consider adding a note to patients stating if they need to speak with a GP to advise on what blood tests are needed, to submit a Systm Connect, and include Systm Connect link.</p>	<p>Investigate if this can be included on Systm Online (VS)</p>
<p>5.</p>	<p>Standing item:</p> <p>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"> • Flu/covid clinic (Saturday at Riverside) These did not work efficiently this year at Riverside Surgery, leaving people to queue in crowded rooms or outside for two hours. Many gave up and either used the pharmacy or have not had their vaccinations. The Practice apologises for this. There was a personnel problem in that some staff were ill and unable to attend on the day. Also, more questions needed to be answered before giving the covid vaccinations, and that caused a delay. Tower surgery flu clinic the following weekend was more successful as timings and staff numbers were reviewed following lessons learnt by the Riverside Saturday clinic. • Social Prescribing It was queried how is Social Prescribing was working as it is understood that the team is reducing. It may be beneficial to change how the service is operated. There is a great need for providing local information and signposting people to local support and services. The local information centre in the library provides some signposting. There is a need to improve the information available on the Practice's website and to make the website easier to use. • Clinical staff training – injections/taking blood Some patients may find taking blood painful and wonder how training is being assessed and 	<p>Signposting to be improved on Practice website (VS)</p>

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	managed by the practice. All clinical staff receive CPD for their roles throughout the year, both routine and for professional development.	
6.	<p>Standing item: Patient feedback reviewed on the services delivered by the practice. VS stated that all positive and negative feedback is listened to, fed back to staff and training or actions taken when needed.</p>	
8.	<p>Standing item: Current list size and growth from last meeting 14997 (was 14,983 at last meeting in October).</p>	
9.	<p>AOB Local physiotherapy has a long list waiting list.</p> <p>The next information sent by the Practice to The Cottage Magazine for publication needs to include the Practice website details. The next submission for The Cottage to also include information on how to register interest in joining as Virtual PPG, and a link to the Practice Facebook page for regular updates and helpful information.</p> <p>We do not currently have a Virtual PPG as have not had any interest, this is an option if there are patients that would like to be part of a virtual group. We do not have any spaces in the Core PPG group available as are at our limit.</p>	Include in the next submission for The Cottage magazine (VS / RS)
10.	<p>Date of next meeting: Wednesday 29th January at 3pm at Riverside.</p>	

Signed:..... Chair

Date: