

Date: 25 <sup>th</sup> May 2017	Time: 9.15am – 10.45am	Venue: Tower House Surgery, Chudleigh
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Michael Benson (Chair) Fiona Halstead, Pamela Tuckett, Rachael Cameron, Sally Titchener, David Ellis, Amanda Coleridge (PM), Louise Weyman (Student Nurse, Observing)

Rod Wallace, Anne Broom, Kelly Hayman-Bruce, Rob Dixon, Carol Ramsay, Dr Paul Russell.

Item:	Subject:	Action:
1.	<b>Notes of meeting on 3<sup>rd</sup> April 2017</b> were amended (date under item 6. changed to 29 <sup>th</sup> June 2017), agreed and signed by the Chairman.	
2.	<p><b>Matters arising:</b></p> <ol style="list-style-type: none"> <li><b>1. Automatic doors at Tower House</b> – no further progress. Agree to improve signage on door signposting patients to the doorbell to seek assistance in the short term. RC &amp; ST to investigate access to grants and accessibility audit.</li> <li><b>2. Safer access/egress from Riverside</b> – Improvement works to be completed by mid June.</li> <li><b>3. Light fittings at Tower House</b> – Improved lighting will be installed as part of routine replacement policy in due course.</li> <li><b>4. Relocation of hand dryer in disabled WC at Riverside</b> – Quote requested but further information about access required. (MB volunteered to re-decorate if work proceeds).</li> <li><b>5. Appointments – Did Not Attend.</b> Practice nurses now telephoning patients that do not attend. Data published on front desk and to be included in Newsletter and on Facebook. Information also to be displayed in Co-op and pharmacy in each town + The Phoenix and The Cottage. Further reports to be obtained to identify any trends i.e. specific patient group, times of day etc.</li> <li><b>6. Devon Carers</b> – To be invited to next meeting to discuss the support services working together to improve the quality of services for all carers. For further information follow link to <a href="#">Devoncarers - Home</a></li> </ol>	<p>RC &amp; ST to make further enquires.</p> <p>AC to follow up with patient.</p> <p>MB/RC/ST to design posters and distribute.</p> <p>AC to provide further DNA reports at next meeting.</p> <p>AC to invite Devon Carers to next meeting.</p>

3.	<p><b>Standing Item - Feedback from V.PPG:</b></p> <ol style="list-style-type: none"> <li><b>1. Suggestion for practice to participate in “Message in a Bottle”.</b> PPG endorse and practice happy to participate.</li> <li><b>2. Suggestion for email consultations with GPs</b> Previously considered by GPs but not currently available. (Pilots currently taking place in South Devon for patients to access services to seek support for a specific condition, general advice or administrative help and also an eConsult system with video link).</li> <li><b>3. Suggestion to increase children/young people representation on the PPG.</b> Facebook already established to improve communications with younger patients.</li> </ol>	<p>AC to contact the Lincoln Lions Club to see if available locally.</p> <p>AC to invite Young Devon to next meeting.</p>
4.	<p><b>Standing item:</b></p> <ol style="list-style-type: none"> <li><b>1. Friends &amp; Family Test</b> – Just four positive responses, all extremely likely to recommend the practice to friends and family.</li> <li><b>2. Suggestion Box</b> - Request to join the PPG by patient without internet. Any patients wishing to join without access to the internet will be supported and will be able to access information directly from the practice.</li> <li><b>3. NHS Choices</b> - One new entry with very positive feedback regarding appointments, treatment and personal care received.</li> </ol>	<p>AC to respond accordingly to patient.</p>
5.	<p><b>Standing Item - Locality Forum:</b> No representative was available to attend the Patient Participation Locality Forum on 24.4.17 and ST volunteered to attend the next meeting on 29.6.17</p>	<p>AC to circulate notes from 24.4.17 when available.</p>
6.	<p><b>Dementia Awareness – Expert By Experience Walk Through</b></p> <p>Liam McGrath due to retire on 8 June and uncertainty how the future work of the Dementia Leadership Group is to be co-ordinated and by whom. Teresa Parsons has been given interim responsibility for the transition from the current contract to the new one which will lead to different management responsibilities.</p>	<p>Await contact from TP.</p>
7.	<p><b>Improving Access</b> – Agreed to link improving access with the workstream on dementia awareness and accessibility</p>	

	audit. RC & ST already volunteered to look into accessibility audits and grants etc.	
8.	<b>Terms of Reference</b> MB to circulate draft incorporating all patients with email address into virtual group and updating information in PPG leaflet. To be circulated prior to next meeting for approval on 13/7/17	MB to draft revision to ToR and PPG leaflet.
9.	<b>A.O.B.</b> 1. FH had attended a <b>Social Marketing Workshop</b> looking at how we might profile and then influence the behaviours of the local population across three priority areas: medicines waste; health navigators, health prevention & self-care using the Healthy Foundations Life-Stage Segmentation Model Toolkit. For toolkit follow link: <a href="#">Healthy Foundations Life-Stage Segmentation Model Toolkit.</a> 2. <b>PPG Awareness Week – 19<sup>th</sup> – 24<sup>th</sup> June.</b> Agreed to raise awareness that week in the practice with dedicated notice board display and possible PPG representatives in attendance if available during busy surgery times. Request to join National Patient Participation Association. 3. <b>Online Access</b> – positive feedback received with availability of booking blood tests on line. 4. <b>Communication with patients</b> – request to inform patients of practice policy and processes to improve understanding and patient expectation i.e. organisation of flu campaign 5. <b>CCG Wide Patient Participation Meeting</b> – MB to attend this meeting. Jo Curtis to be invited to next PPG meeting for an update on patient engagement.	AC to circulate toolkit with meeting notes. AC to follow up membership of NPPA. MB to research publicity material etc. Agreed to use Patient Newsletter/Facebook to communicate with patients on topical subjects. AC to invite JC to next meeting
10.	<b>Dates of future meetings:</b> Thursday 13 <sup>th</sup> July @ 2.15pm at Riverside Friday 15 <sup>th</sup> September @ 9.30am at Tower House Thursday 2 <sup>nd</sup> November @ 2.15pm at Riverside Thursday 14 <sup>th</sup> December @ 2.15pm at Tower House (AGM planning) Wednesday 17 <sup>th</sup> January 2018 –AGM at Tower House Monday 29 <sup>th</sup> January 2018 – Open Meeting at Riverside	

	<b>NOTE:</b> Agenda items to be sent to Amanda <b>two weeks</b> prior to the meeting.	
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Signed:..... Chair

Date: .....