

Riverside and Tower House PPG

NOTES

Date: THURSDAY 24TH NOVEMBER 2016	Time: 9.15am – 11.15am	Venue: RIVERSIDE SURGERY BOVEY TRACEY
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PRESENT:

Michael Benson (MB) - Chair

Rachael Cameron (RC)

Fiona Halstead (FH)

John Northcott (JN)

Patrick Stock (PS)

Sally Titchener (ST)

Pamela Tuckett (PT)

Rod Wallace (RW)

Amanda Coleridge (AC) – Practice Manager

Dr Paul Russell (PR) - GP

Item:	Subject:	Action:
1.	Apologies Andrew Turnbull, Anne Broom, Sue Smith, Kelly Hayman-Bruce, Rob Dixon	
2.	The notes of last meeting held on 29 th September 2016 were signed.	
3.	NHS Wellbeing Programme – Ros Pugsley, Lead Wellbeing Co-ordinator for Bovey Tracey attended the meeting and talked about this new service which aims to support and enable participants to make small changes to their lives in order to improve their overall wellbeing and lead a more fulfilling life. The programme started on 1 st September and offers clients support for 3 months, focusing on what matters to the client, rather than what is the matter with the client. The service is also available to patients in Chudleigh, accessed through Volunteering In Health based at Teignmouth Hospital. The Co-ordinator for Chudleigh is Janette Osmand. Patients need to be referred into the service from a health or social care professional.	Janette Osmand to be invited to attend a future meeting.
4.	Matters arising: <ul style="list-style-type: none"> Wheelchair Access at Riverside – the practice has been liaising with a wheelchair user and a contractor to improve safe access/egress from Riverside Surgery and is currently waiting for a quotation for safety rails. 	

	<ul style="list-style-type: none"> Online access and “Usual GP” – A request has been made to our clinical software provider to enable this facility, but at present this is not available. Car parking at Riverside – It was noted that there were one or two rogue users of the surgery car park during a recent ‘Car Park Watch’ and there was a lack of space at peak times. It was noted the spaces in the inner parking area were not effectively used due to the layout and the restricted access. There is street parking available and a Pay & Display car park opposite. The Group discussed a number of options for the practice to consider: requesting a pedestrian crossing from the public car park to improve safety and encourage use of that car park; improve signage at the entrance to the surgery car park to deter rogue parking; and review parking configuration in inner area. Community Care Day – Enthusiasm to arrange a day in each town to raise awareness of the local organisations in the community to foster self-help and well-being. To arrange a date to coincide with other local events to maximise attendance (ChudFest in July; Bovey Tracey Flower show in August or Nourish Festival in Sept may be options). IT – Comment was made that Torbay Hospital do not have access to up-to-date list of our doctors. Email contact with GPs – It was noted that the practice does not currently offer an email facility for clinical matters for patients although there is email access for general enquiries & comments and it was felt this would be useful. Walking for Health 	<p>The practice will consider these options when funding available.</p> <p>Michael, Fiona, Rachael & Patrick agreed to take this forward .</p> <p>Amanda will send this information to Torbay Hospital</p> <p>Amanda will take this back to the practice for consideration.</p> <p>For next agenda.</p>
5.	<p>Facebook – The group had a look at the excellent progress Michael, Rob, Angela and Jade had made so far with the creation of a PPG Facebook page and thanks were expressed to them. It was agreed this should go live as soon as the final technical fixes had been made and ensuring it was compatible with all devices. Patients would be able to provide feedback via a link to the contact email but would not be able to post directly. Posting would be restricted to one or two named ‘Facebook Administrators’. It would be made clear on the front page</p>	<p>Michael to finalise with Rob and then to ‘Go Live’ after final approval from the practice.</p>

	the site was for information only and not for clinical enquires	
6.	<p>Feedback - "Creating a NHS for the 21st century"</p> <p>Rachael had attended this interesting public meeting with Simon Stevens, NHS Chief Executive, speaking on changes in the NHS, funding restraints, closer working between health and public services, new innovations, research and developments, the value of early interventions and personal responsibility for health.</p>	Links on Facebook to raise awareness of future events.
7.	<p>Standing item:</p> <p>A copy of the agenda and notes had been circulated to the V.PPG and no new key themes, issues or suggestions had been identified since our last meeting.</p>	
8.	<p>Standing item:</p> <p>Review any patient feedback about the services delivered by the practice.</p> <ul style="list-style-type: none"> • Friends and Family Test - The doorbell had been tested as working following feedback it was out of order. It may be the user does not hear the bell ring from outside. • Suggestion Box – Installation of automatic doors at Tower House to improve access would be investigated although cost may be prohibitive unless alternative funding could be identified. • NHS Choices – Two comments since our last meeting. One very positive about being treated with respect & dignity and being listened to. A second comment referred to the length of time for an appointment and concerns about discussing problems with a receptionist. An article will be included the Winter Newsletter explaining the appointment system and the reason receptionists ask the nature of a problem, and signpost patients to the PPG leaflet on how to get the most out of an appointment 	<p>Michael to research options and also consult with a wheelchair user and pushchair user.</p> <p>Amanda to publish Newsletter article</p>
9.	<p>Standing item:</p> <p>The formal notes from the Patient Participation Locality Forum on 9th November 2016 will be circulated when available.</p>	
10.	<p>What next?</p> <p>Priorities for the group include getting Facebook up and running in the short term and in the longer term</p>	

	organising the Community Days.	
11.	<p>Other items:</p> <p>Sharing Information – The practice is currently asking patients to opt out of the NHS Information Sharing if they do not wish to share their records with Out of Hours GPs, Hospital and A&E units, Community Hospitals, Community Nurses and other healthcare professionals involved in their direct care. Patients who are happy to share their record will still be asked on each occasion before healthcare professional accesses their records.</p> <p>Changes to Repeat Prescriptions – Amanda explained it will no longer be possible for the pharmacy or other dispensing company to request repeat prescriptions on behalf of patients (unless the patient uses a dosette). Patients will need to order their own prescriptions from the surgery. This will enable doctors to monitor and control more effectively the medicines patients do and do not use. This will also reduce the waste of unused medicines which costs South Devon & Torbay £1.56million every year. Letters will be sent to all patients affected by this change. (See the News page on the practice website).</p>	
12.	<p>Date of next meeting:</p> <p>The AGM will be held on Monday 30th January at 6.30pm at Riverside Surgery and will be open to all patients and their Carers.</p>	

Signed: (Chair)

Date: