

Meeting of Riverside and Tower House PPG

Date: Thursday 7 th November 2019	Time: 10:30am	Venue: Tower House Surgery, Chudleigh
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PRESENT:

Pamela Tuckett (Chair), Rod Wallace (Co-Chair), Jane Mather, Anne Broom, Ray Street, Sally Titchener, Carol Ramsay, Janet Cooper, Tony Bartlett, Amanda Coleridge (Practice Manager), Ben Bishop (Deputy Practice Manager)

APOLOGIES:

Dr Tristan Oxenham, Dr Francesca Vasquez, Maureen Birrell

Item:	Subject:	Action:
1.	Pam Tuckett welcomed Core Members, including our two new members and our guest speakers to the meeting. A GP representative was unable to attend this meeting.	
2.	<p>Consultation on data sharing across our community teams in Torbay and South Devon with automatic 'opt in'. Jordan Bend – Senior Software Programmer attended. Jordan gave the group an explanation of the reasons for the data sharing project and how it would work in practice, as well as explaining who would have access to patient information. In essence:</p> <ul style="list-style-type: none"> - Data sharing switched to automatic opt-in for patients, unless they have previously opted out. - Patients still have the ability to opt out at any time if they wish. - Data only automatically shared with NHS providers on practice list of 'trusted sites' ie. Newton Abbot Practices involved in Improved Access, Community Care teams and Intermediate Care teams. Any providers outside of the trusted list will still need patient verification to access records. - Patient data will only ever be accessed when it is necessary. - Project carried out under legal basis of improved patient care. <p>The group agreed this was a positive step to improve patient care. Sally felt the letter sent to PPGs explaining this change was confusing and a pictorial diagram would have been useful. Jordan thanked her for the feedback and he would take it on board for any future roll out.</p>	
3.	Agreed and signed the notes of the meeting on 19 th September 19	
4.	<p>Discuss Millbrook Equipment Services and return of used equipment - Troy Williams, Regional Operations Manager</p> <p>Troy gave the group an overview of Millbrook as a company, its</p>	

	<p>history and the different fields in which they involved. Troy advised that they had 12 community equipment contracts across the South West, including Devon (covering Bovey Tracey & Chudleigh) but did not hold the wheelchair contract for our area. Troy advised that all community equipment is regularly maintained, and they attempt to reuse all equipment as often as possible. Any equipment that is no longer useable in the community is donated to charity if possible.</p> <p>Jane advised Troy that she had been advised by Newton Abbot Recycling Centre to put her returned equipment in the skip as they had 'loads of it'. Troy advised they were aware of issues with local recycling centres, and recently consultation with many of them and encouraged members of the group who had issues in the future to contact Millbrook direct via their website.</p> <p>Tony Bartlett stated he had found the process of returning equipment quite difficult to navigate and organise, especially wheelchairs, but that his experience with Millbrook as a company was a good one. Troy thanked Tony for his feedback. He encouraged any members who felt strongly to share their feedback with DCC.</p> <p>Troy advised members that they were now operating new 'skip' like drop off points with opening fronts for community equipment, where people can drop off returned equipment. The group felt this was a good idea but they should be in accessible places. Ben made a suggestion that perhaps drop off points could be made 'searchable' on Millbrook's website so that people could enter their postcode and find the nearest one to them. Troy agreed to take this suggestion back for consideration.</p>	<p>All members encouraged to feedback any future issues with Millbrook to them directly via their website.</p>
5.	<p>Matters arising:</p> <ul style="list-style-type: none"> • Buzzing on hearing loop – Ben checked with admin team whether any other patients had experienced issues and both sites reported only positive feedback. • Universal Credit Form charge – No individual UC charge made by practice. Patients have free access to their records online or can request a 'Fit Note' for a discretionary £10 fee. • Newton Abbot Community Transport – Leaflets & posters now displayed in practice waiting room and article in recent practice newsletter • Change in pharmacy prescription 'turnaround times' – SystmOnline updated to reflect change in timings so patients are aware at point of ordering. 	
6.	<p>Practice Update:</p> <ul style="list-style-type: none"> • Dr Paul Graham started at Riverside on 01/10 and received positive feedback. Salaried for 6 sessions (3 full days) but is currently working an extra 2 (1 day) for us while Dr Mills is off. • Dr Tessa Keeler is due to start at Riverside on 3rd January 	

	<p>and will be working 6 sessions (3 full days).</p> <ul style="list-style-type: none"> The practice is already planning for adverse weather over the winter and WILL be open. Full details are available in the practice newsletter. 	
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"> None raised 	
8.	<p>Standing item: Review any patient feedback about the services delivered by the practice.</p> <ul style="list-style-type: none"> Friends and Family Test – 10 responses received through the FFT – 10 Extremely Likely, 2 Likely, 1 Neither Unlikely/Likely Suggestion Box – Two items of feedback were received from Tower House. One suggestion to keep our toilet bin outside the door to avoid any cross contamination. It was felt this was not an issue currently. The second was a copy of our 'Our Nurse Practitioner, Nurses and HCA's' leaflet suggesting some changes. This was a useful reminder that we need to periodically review our practice leaflets. . NHS Choices – Nothing new to report 	Ben to review content of practice leaflets and send to Ray to update.
9.	<p>Standing item: Feedback from Patient Participation Locality Forum</p> <ul style="list-style-type: none"> No locality forum meeting held since last PPG meeting. 	
10.	<p>AGM Planning – 22/01/2020:</p> <ul style="list-style-type: none"> Pam Tuckett (Chair) and Rod Wallace (Co-Chair) advised they were happy to stand for re-election next year. Both were duly nominated and seconded. Nominations are also invited from anyone else interested in either role or secretary. All nominations must be submitted 14 days before the AGM. It was agreed that the date of future AGM's should be discussed at the AGM as January may not be the most suitable time of year going forward. 	
11.	<p>Update on Makaton in practice</p> <ul style="list-style-type: none"> Sally kindly agreed to attend a practice training afternoon on 28th November to give a short session to our admin team on simple but relevant Makaton signs. Sally also agreed to put together a plan on how Makaton can potentially be utilised in the practice and bring to the next meeting 	Sally to put together plan on introducing Makaton in to the practice.

12.	<p>A.O.B</p> <ul style="list-style-type: none"> • Amanda explained the changes to Lloyds & Boots pharmacy prescription services. Prescriptions are now being processed off site by the pharmacies and then delivered back to the pharmacy for dispensing. Patients are therefore being asked to anticipate a 7 day 'turnaround time' on repeat prescriptions. The practice continues to produce the repeat prescription within 2 working days. Information to this effect had been included in the latest patient newsletter. • NHS Digital is rolling out phase 4 of the electronic prescription service (EPS) for a more efficient, faster and secure prescription service. Patients without a nominated pharmacy will be issued with a printed 'token' by the practice to take to any pharmacy who will then download the prescription electronically. We do not have any a date for phase 4 in Devon yet. For further information: https://digital.nhs.uk/services/electronic-prescription-service/phase-4/prescriber-information • Sally Titchener was interested in a GP perspective regarding Improved Access. Amanda and Ben advised that during a recent audit just over 40% of patients offered an improved access weekend appointment booked, and the majority of people not booking preferred to wait for an appointment with their own GP or couldn't/wouldn't travel to Cricketfield. Amanda advised that anecdotally it was felt these appointments were popular with working professionals who were unable to attend within normal working hours. Agreed to agenda at next meeting to seek GP view. • Both Sally and Rod raised reservations regarding the 'new diabetic checks' and felt that they preferred the old system. Amanda advised that we were still trialling the updated system and had received some very positive feedback but all feedback would be considered when reviewing the service. • Sally raised a point from a patient at our recent flu clinic. The patient was unhappy after requesting further blood tests be taken during a recent appointment. Our practice policy is to offer a 'one stop shop' as far as possible but our staff are unable to take additional samples if not part of our routine monitoring or requested by a GP. 	
12.	<p>Dates of next meeting:</p> <p>Core Meeting: Thursday 9th January – 10.30am @ Riverside</p>	

	<p>Surgery</p> <p>AGM: Wednesday 22nd January 2020 – 6pm welcome for a 6.30pm start</p> <p>Open Meeting: Monday 10th February – 6pm welcome for 6.30pm start</p>	
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Signed:..... Chair

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