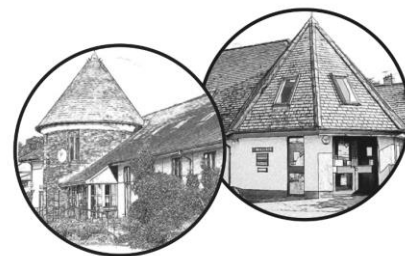


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PPG MEETING

Riverside and Tower House PPG

Date: 27th March 2025

Time: 13:00

Venue: Tower House, Chudleigh

PRESENT:

Rod Wallace (Chair)
Sally Titchener (Minutes)
Pamela Tuckett
Ray Street
Tony Bartlett
Dougie Cooper
Riya Cooper
Megs Kiddle
Jane Mather
Jackie Huntington
Johanna Page
Tony Bartlett
Sheila Woodhouse
June Weeks
Michael Benson Victoria Sheppard, Practice Manager

APOLOGIES:

Jenny Pryce-Davies
Maureen Birrell
Carol Ramsay
Trudy Abbott
Anne Broom
Janet Cooper

| Item: | Subject: | Action: |
|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1. | Rod Wallace, Chairman, offered his welcome to all attendees and opened the meeting. All attendees present were given name labels. | |
| 2. | Minutes from previous PPG meeting were agreed and signed. | |
| 3. | Review actions from previous meeting(s): <ul style="list-style-type: none"> Newsletter item on NHS apps/systems in operation will be included in the next issue. | |
| 4. | Practice update: | |

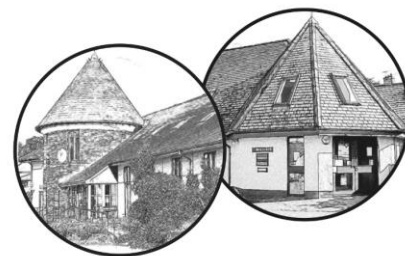
GP Partners: Dr Ben Ward, Dr Francesca Vazquez, Dr Deborah Hughes, Dr Tristan Oxenham, Dr Paul Russell, Dr Thea Collins, Dr Charlotte Stanley, Dr Heather Brook

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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**Staffing update:**

We are in the process of recruiting a Practice Nurse and Advanced Clinical Practitioner

Paula Forsey, Practice Nurses retired in March.

New starters are Lucy Roost, HCA and Rachel, Care Coordinator/Receptionist.

Events:

VS gave a presentation to Bovey Tracey Activities Trust on 5th February on System Connect which was well received.

VS, Dr Ward and Ray Street had a meeting with Bovey Tracey Mayor and Councillor on 20th February. The Mayor is an ex-ANP and had a very good insight into the GP Practice and potential barriers that were being faced. Both Notional Rent for rooms which are not currently covered, and the Pharmacy were discussed, which Councillor was going to follow up with ICB contact and MP contact.

Telephone system:

To ensure that there is no confusion for patients calling in for appointments with the Nursing team, or for general assistance, we have updated our telephone system to better serve our patients. Moving forward, all calls to the Practice will be directed to both Riverside and Tower House surgeries, with reception staff answering as "Bovey Tracey and Chudleigh Practice"—this reflects our unified practice, which operates across both locations. As one Practice with two surgeries, we want to remind patients that we offer appointments at both sites, and all of our staff—clinical and administrative—work across both surgeries. This update aims to strengthen the consistency and accessibility of the services we provide. When patients call the practice, they will hear the following options:

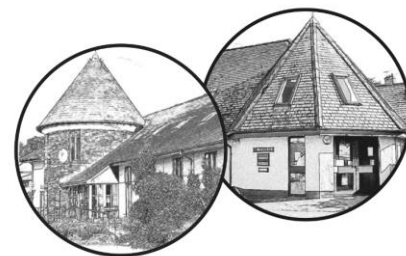
- Option 1: For GP appointments only (please note: if System Connect is paused or switched off, you may hear a message stating that we are at capacity).
- Option 2: For Nurse appointments only.
- Option 3: For any other inquiries.

We have ensured that the capacity message will only apply to GP appointments (Option 1), so it will not affect patients' ability to book Nurse appointments or other services.

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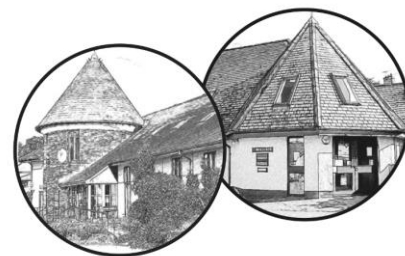


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| | <p>Signposting on website: A new tile has been added to the home page of our website called 'support for our patients'. This opens into subsections each containing useful contact information to charities and support groups relevant to the chosen topic. This information should be able to assist patients in finding the correct resource simply by accessing the website.</p> <p>Guest speaker – Rosie Muscott, PCN Manager: Rosie explained her role within the Practice as a PCN Manager. Bovey Tracey & Chudleigh Practice forms part of the Newton West PCN, which Rosie manages. Albany surgery and Kingskerswell & Ipplepen are also part of the Newton West PCN. Prior to taking on the PCN Manager role, Rosie was the Practice Manager for Kingskerswell & Ipplepen. Rosie presented on funding streams into the Practice and PCN.</p> | |
| 5. | <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> <p>Local Pharmacy Legal proceedings have begun with the aim of receiving overdue rent (now overdue for 12 months).</p> <p>Systm Connect The high volume of requests early in the morning (over 50 in first 30 minutes) means the system must close down to allow the Triage GP to catch up. It can re-open later, although when is not known, as all existing requests must be managed first. Patients do not understand what action to take when this happens. This needs to be explained in the next newsletter. Focus group following PPG meeting.</p> | <p>Newsletter item informing patients of effect of overloading Systm Connect – VS / RS.</p> |
| 6. | <p>Standing item: Patient feedback reviewed on the services delivered by the practice. Results from both Friends & Family survey and Systm Connect survey were shared. These are anonymous surveys, and therefore, issues raised cannot be followed up. Patients who have personal worries or concerns about the service they have received can raise these with Victoria Sheppard, Practice Manager.</p> | |

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| | VS stated that all positive and negative feedback is listened to, fed back to staff and training or actions taken when needed. | |
| 7 | Standing item: Feedback from Patient Participation Locality Forum – If there are any members of the Bovey Tracey and Chudleigh PPG who are interested in finding more about the group and/or would like to join Sally in the group, it would be very useful, to ensure that we have representation. | |
| 8. | Standing item: Current list size and growth from last meeting 15074 (was 15,043 at last meeting in January). No new patients can be refused. Patients are only included in the Practices funding stream when they start living in the area. Therefore, prior planning to accommodate new residents in the new housing in the area cannot be started until the patients arrive. Riverside is in need of an extension, but funding would have to be accessed retrospectively to the patient increase. | |
| 9. | AOB: PPG AGM date set for Monday 7 th July at 6:30pm. Attendees should RSVP so that numbers are known in advance as last year's meeting was very well attended, and space for the meeting needs to be managed. Confidentiality for patients needing assistance with System Connects was raised, this refers to other patients overhearing in the queue and/or waiting room area. Michael Benson offered to conduct a 111 workshop if needed. | Circulate PPG AGM date and state the need for an RSVP – VS. Newsletter item stating the role of 111 and how it can assist GP Practices – RS / VS. |
| 10. | Date of next meeting: Tuesday 20 th May at 1pm at Riverside – Dr Ben Ward will be attending. | |

Signed:..... Chair

Date: