

**OPEN MEETING**  
Riverside and Tower House PPG

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| Date:<br>Monday 10 <sup>th</sup> February 2020 | Time:<br>6.30pm | Venue:<br>Riverside Surgery, Bovey Tracey |
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**PRESENT:**

Present:

Pam Tuckett (Chair), Rod Wallace (Vice-chair), Amanda Coleridge (Practice Manager), Ben Bishop (Deputy Practice Manager/Secretary), Dr Francesca Vasquez (GP Partner), Andrea Warren (PCN Social Prescriber), Tony Bartlett, Maureen Birrell, Anne Broom, Janet Cooper, Ray Street, Mike Underwood, Patricia Jewett

**APOLOGIES:**

Alana Gunbie, Lorraine Evans, Jane Mather, Dr Tristan Oxenham

| Item: | Subject:  | Action: |
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| 1.    | Pam, the Chair, offered a warm welcome to all those present and thanked them for attending.   |         |
| 2.    | Minutes of the previous Open Meeting were signed by Pam with agreement from all present members.  |         |
| 3.    | <p>Guest Speaker – Andrea Warren our newly employed social prescriber</p> <p>Andrea started by introducing herself to the group and giving a short update on the work she has been undertaking so far, getting out and introducing herself to and making connections with local groups and voluntary organisations. Andrea feels there is a lot of provision available within the local community, the challenge will be identifying it and ensuring that we refer the right patients to the most suitable groups so as not to 'overload' smaller groups by referring too many potential new members.</p> <p>Andrea feels strongly that social prescribing not be thought of only as a service for our older, socially isolated population: she also wants to help our younger population struggling with problems such as debt, housing, benefit issues, low mood. The service is however, restricted to patients aged 18+. At present she is only able to accept referrals direct from a GP rather than self referrals, but this may change as her role progresses.</p> <p>Andrea will be running clinics from all 5 practices within our Primary Care Network (Riverside Surgery, Towerhouse Surgery, Kingskerwell, Ipplepen &amp; Albany Surgery in Newton Abbot), but will also be able to visit patients at</p> |         |

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|    | <p>home where appropriate.</p> <p>Andrea advised she is currently pulling together a 'Directory of Services' for the local community, but that it is a large scale task so will grow and evolve over time.</p> <p>Mike Underwood asked Dr Vasquez for a GP's perspective on Social Prescribing as well as asking how we can best identify patients with social issues who wouldn't generally attend the GP for solutions to them. Dr Vasquez advised that she thinks Andrea and social prescribing generally are a very positive addition to primary care as a lot of problems that GP's see patients for are rooted in social issues rather than medical. She expressed to the group that it was important that we have patience with Andrea while she grows her role and its scope.</p> <p>Tony Bartlett expressed very passionately that he felt the onus should be on community volunteers to organise and support the practice with this project as there was a lot of help already 'out there' for our patients that they are not necessarily aware. Andrea advised that she is always keen to receive input from volunteers wishing to help within the community or flag activities or groups to her.</p>   |  |
| 4. | <p>Chairman's Report:</p> <p>Pam Tuckett thanked all members of the Core Group for their support over the past year, during which time we have held 5 meetings welcoming speakers from The Ness Centre (Dementia Specialist Centre), Josh Hayes from Chudleigh Youth Centre, Tessa Frost from Chudleigh Together, Troy Williams from Millbrook Equipment and Jordan Bend from Torbay &amp; South Devon NHS Trust IT team. In particular Pam thanked Ray for his work in producing our patient leaflets and newsletters, Rod as Vice-chair as well as Amanda and Ben as Secretary.</p> <p>She also passed on her thanks to all practice staff and GP's for their hard work throughout the past year.</p> <p>Pam went on to report on the main achievements of the PPG this year.</p> <p>Firstly, we have now purchased portable hearing loops at both practices thanks to kind donations from the Bovey Tracey League of Friends. These are held at reception but can be moved in to consultation rooms to improve the experience for our hard of hearing patients.</p> <p>Sally Titchener has now delivered our first Makaton training session following feedback received at our previous AGM. Sally has also kindly produced a plan to introduce Makaton more widely across the practices.</p> <p>Work has also now started on installation of a wheelchair friendly lift at Riverside Surgery and is expected to be completed within the next 2 months. This has been made possible thanks to generous donations from</p> |  |

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|    | Bovey Tracey League of Friends and Bovey Befrienders. A massive thank you to both from the PPG and the practice.  |  |
| 5. | <p>Open forum:</p> <p>Ben updated the group on the upcoming lift installation. Building work will commence on 28<sup>th</sup> February and continue 'out of hours' throughout March. The final lift installation is planned for the weekend of March 22<sup>nd</sup>/23<sup>rd</sup>.</p> <p>Anne Broom asked for an update on the ongoing Corona Virus 'outbreak'. Dr Vasquez passed on the most recent advice from Public Health England which is that all patients presenting with either a fever, a cough or respiratory symptoms are to be asked whether they have travelled to or from mainland China, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia or Macau within the last 14 days. If they have, those patients will be asked to self-isolate at home and to call NHS 111 immediately for further advice. (ADVICE CORRECT AT 12/02/20)</p> |  |
| 6. | The Chair thanked those for attending and the meeting closed at 7.15pm.   |  |
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Signed:..... Chair

Date: .....