

| Meeting of Riverside and Tower House PPG | | |
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| Date: Monday 8 th November 2021 | Time: 10.30am | Venue: Virtual via Zoom |
| PRESENT: | | |
| Pam Tuckett (Chair), Rod Wallace (Vice-Chair), Ben Bishop (Practice Manager/Secretary), Dr Ben Ward (Practice Partner), Jane Mather, Sally Titchener, Tony Bartlett, Megs Kiddle, Maureen Birrell, Carol Ramsey, Ray Street | | |
| APOLOGIES: | | |
| Mike Benson, Janet Cooper, Anne Broom, Gordon Haigh | | |
| Item: | Subject: | Action: |
| 1. | Ben explained 'house rules', prompting all members to hold their hand up prior to speaking to avoid any talking over each other. Pam Tuckett welcomed Core Members and all members on the call introduced themselves in turn. | |
| 2. | All members agreed the notes of the meeting on 26 th July 2021 | Ben to sign notes on behalf of Pam. |
| 3. | <p>Guest Speaker – Andrew Turnbull</p> <p>Andrew gave an interesting presentation on research in the NHS and the role patients can play. Discussing the two arms of NHS research, clinical and academic and gave an insight in to how studies are commissioned.</p> <p>Andrew advised once studies are commissioned its always difficult to get patient engagement in research projects and felt that the PPG could support the practice in this.</p> <p>Andrew advised there is a push within the research community currently to 'connect research projects to the public' by using plainer language and less jargon, in the hope that this would improve patient engagement in studies.</p> <p>Dr Ben Ward, who is lead research GP for the practice, gave an overview of the practices active role in numerous research projects and how it actively only targets suitable patients to specific research studies to take part. Dr Ward thanked Andrew for his time and his engagement with the group.</p> | |
| 4. | Matters arising: | |

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| | <ul style="list-style-type: none"> Action points from previous meeting reviewed, nothing outstanding. | |
| 5. | <p>Practice Update:</p> <ul style="list-style-type: none"> 3 new salaried GP's settling in well, seem popular with patients and positive feedback already being received. Ben B & Dr Ward relayed the practices rebuttal of the NHS 'Access Improvement Plan' and a refusal to engage as advised by Devon LMC. This is the NHS plan to increase the the ratio of 'face to face' appointments offered to patients and to make receipt of annual 'winter pressures' funding on engagement with support for the 'lowest performing' 20% of practices. <p>Ben advised that while the practice had switched to initial telephone triage, it had never not offered face to face appointments for patients that needed them. Dr Ward advised that the practice was moving towards a model where patient preference would also be taken into account.</p> <p>Updated the group on the LMC/BMA advise to submit undated resignations from the PCN DES. However Ben made it clear that the practice had no desire to disengage from PCN's, but were taking advice that this was the best way to bring NHS England back to the negotiating table.</p> <p>Megs Kiddle grateful to the practice for all they do and felt money is not the only answer workforce problems.</p> <ul style="list-style-type: none"> Dr Ward gave update on plans to move to update practice rota's, moving to a 'post covid' model where more chronic disease management is reintroduced, we don't rely so heavily on initial telephone triage and face to face ratio's increased. Re-iterated that to allow for this, we would need to move away from our current 'same day model' and that there would have to be limits on non urgent patient access. <p>All agreed that patient communications and information would be an important part of that project. Ray Street advised specifically that the answerphone message would be a key part of this and offer his support with this project in any way he could assist.</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> | |

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| | <ul style="list-style-type: none"> • Ray Street felt the practice needed to review its websites, and the documents contained within accessibility. Ben advised that they were reviewing this with the practice web developers. • Tony Bartlett asked whether the practice would consider having a 'carer champion' as a point of contact for carers & Devon Carers. Ben B felt that was a good idea & that Andrea Warren, Social Prescribing Lead would be the most suitable candidate for this role. | Ben to speak to Andrea to see if she has capacity to take this on |
| 6. | <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 – Currently suspended • Suggestion Box – No Reviews • NHS Choices – No reviews <p>Jane Mather felt it would be a good idea to dedicate some time at our next meeting discussing how the practice can better gain patients feedback.</p> | Ben to add to next meeting agenda |
| 7. | <p>Standing item: Feedback from Patient Participation Locality Forum</p> <ul style="list-style-type: none"> • Sally unable to attend most recent meeting, but aims to attend upcoming. | |
| 8. | <p>Any Other Business</p> <ul style="list-style-type: none"> • Ben B proposed move to alternative core group meetings between Tuesdays & Wednesday to allow both Ben & Jade to attend future meetings. All attendees happy. • Current list size 14717 compared to 14,580 at previous meeting. | |
| 9. | <p>Dates of next meetings:</p> <ul style="list-style-type: none"> • Core Group Meeting - Feb 2022, BB to share date | |

Signed:..... Chair

Date: