

Meeting of Riverside and Tower House PPG

Date: Monday 14 th May 2018	Time: 5.00pm – 7.00pm	Venue: Riverside Surgery, Bovey Tracey
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PRESENT:

Michael Benson (Chair), Anne Broom, Rob Dixon, Jane Mather, John Northcott, Ray Street, Sally Titchener, Julie Turner, Michael Turner, Rod Wallace, Amanda Coleridge (Practice Manager)

APOLOGIES:

Rachael Cameron, Carol Ramsay, Fiona Dawson, Dr Paul Russell

Item:	Subject:	Action:
1.	The notes of the meeting held on 27 th February 2018 were approved and signed.	
2.	<p>Matters arising:</p> <p>Automatic Doors – The practice has submitted a bid for a Minor Improvement Grant to the Clinical Commissioning Group for a 66% contribution towards the installation of automatic doors at Tower House to improve physical access to the surgery. If successful the practice will fund the remaining 33% and the PPG thanked the practice for supporting this project.</p> <p>Extended (Improved) Access – Negotiations are still underway between the CCG and Federations/Practices to find the best commissioning model for providing 8am – 8pm, 7 day a week access across Devon.</p> <p>Health Navigation – All reception staff in the practice have been trained and are ready to roll out Health Navigation but unfortunately there is a delay in implementation due to an issue outside of our control which needs to be resolved.</p> <p>eConsult – This online portal allows patients to seek self-help, seek advice from 111 or pharmacy, or consult with the practice admin team or doctor. eConsult can be accessed via our practice website from 4th June 2018. This is not for urgent problems and patients should get a response by the next working day.</p>	<p>Await outcome of CCG bid.</p> <p>Practice to publicise more widely once tested.</p>
3.	<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>Positive feedback regarding care received from the community nursing team over the Easter holiday period.</p>	
	Standing item: Review any patient feedback about the services delivered by the practice.	

	<p>Friends and Family Test – Recognise small sample group. All very positive comments, except one. Difficult to follow up specific comment without further information.</p> <p>Suggestion Box – Request to play classical music in the waiting room discussed. Acknowledged that unable to satisfy all personal tastes and previously the practice had received more negative than positive feedback about music. Comment made that music does also hinder patients being able to hear when they are called by the doctor/nurse for their appointment.</p> <p>NHS Choices – No further comments since our last meeting.</p> <p>Patient Letter – Whilst maintaining patient confidentiality, Michael shared the concerns of a patient regarding a recent experience and had responded to the patient.</p>	
	<p>Standing item: Feedback from Patient Participation Locality Forum.</p> <p>Nothing to report as the April meeting had been cancelled.</p>	
	<p>Devon Carers Feedback: Home Visit Policy – <i>“If you need a doctor to visit you at home, because you are too unwell to attend the surgery, please telephone the surgery before 10.30am when possible and give the medical receptionist as much detail as you can. Often full examinations and tests cannot be undertaken at home and therefore it is helpful if you attend the surgery whenever possible. If you require a home visit urgently contact the surgery and, if necessary, speak to a doctor regarding the problem”.</i></p> <p>Hand Gel – Confirmed hand gel is available at reception desk and beside the check in screens in the waiting rooms for patient use.</p> <p>Book swap – Discussed if this would be helpful for some patients and agreed to consider this as part of practice dementia friendly project.</p> <p>Postnatal support – Agreed to share patient feedback with doctors that they felt unable to disclose own feelings due to very positive focus on new baby and reminder to signpost to HV too.</p> <p>Deaf awareness – Feedback that doctor engaged with daughter and not patient due to hearing difficulty. Agreed to share feedback with doctors and to consider as part of practice dementia friendly project.</p> <p>Agreed excellent link made with Carers Group and PPG Reps to attend next meeting on 28th June.</p>	<p>Amanda to feedback to GPs</p> <p>Amanda to feedback to GPs</p> <p>Julie to attend next meeting with Sally if possible.</p>

	<p>Facebook Report – Report previously circulated. Slowly increasing interest but need to engage with younger population. Amanda and Michael welcome any topical contributions to stimulate interest.</p>	
	<p>Feedback from working party on Improving Practice Questionnaire</p> <p>PPG concerned about relatively low scores for access to appointments (Q4), doctor of choice (Q5) and length of time waiting in the practice (Q8) acknowledged the steps the practice was taking.</p> <p>To Increase GP capacity at Tower House by two sessions per week Introduction of ‘embargoed’ appointments at 2, 5, 7 & 10 days to improve flow. Strategy in place to reduce DNA’s Promoting online access to book and cancel appointments Raising awareness for self-help and how to access alternative services Health Navigation eConsult</p> <p>How do we manage patient expectation? Q4 “Chances of seeing a doctor/nurse within 48 hours”</p> <p>All patients are offered a same day telephone call with a doctor if their medical problem cannot wait until the next available appointment.</p> <p>Acknowledge the practice has an elderly population with high life expectancy and incidence of chronic disease puts additional pressure on appointments.</p> <p>PPG keen to look at comparative data to understand reason for low score.</p> <p>PPG to review PPG Leaflet “Medical Services in our area – before asking for an appointment with the doctor could one of these services help first?”</p>	<p>Michael to look at some comparative data.</p>
	<p>Dementia Friendly Practice – Alzheimer’s Society Sally agreed to attend a meeting with the Alzheimer’s Society to find out how they can support the practice to become more dementia friendly.</p>	<p>Sally to attend meeting on 18th May.</p>

	<p>Practice update: Care Quality Commission Inspection – Final report had now been published and was available on the practice website. Overall rating for the practice was ‘Good’. Acknowledged very positive comments regarding high quality of patient care.</p> <p>Staffing Update: Dr Soffe & Dr Eracleous leave Tower House this month. Dr Emma Williams joins the team and a second post is out to advert. Dr Kinsella is currently off on sick leave. A new HCA joined the practice nursing team this month and there is a two day vacancy for a practice nurse (currently covered by a locum nurse). We have a new Receptionist joining the team on 5th June and currently recruiting an Apprentice to bring the team back up to full establishment.</p>	
	<p>PPG Awareness Week – 4th – 9th June</p> <p>Agreed to publicise on Facebook to raise awareness. Any contributions to Michael please.</p>	Michael to update Facebook.
	<p>Date of next meeting:</p> <p>Thursday 28th June at Riverside Surgery at 2.15pm</p>	

Signed:..... Chair

Date: