

Meeting of Riverside and Tower House PPG

Date: Tuesday 25 <sup>th</sup> September	Time: 10:30am	Venue: Riverside Surgery, Bovey Tracey
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**PRESENT:**

Michael Benson (Chair), Roderick Wallace, Sally Titchener, Carol Ramsay, Pamela Tuckett, Anne Broom, Maureen Birrell, Raymond Street, Helen Davidson, John Northcott, Dr Paul Russell, Amanda Coleridge (Practice Manager), Jade Medlyn (Reception Team Lead) & Louise Le Blevac (Medical Student)

**APOLOGIES:**

Jane Mather

Item:	Subject:	Action:
1.	The Chairman welcomed everybody to the Group, apologises given for Jane Mather.	MB
2.	The notes of the meeting held on the 28 <sup>th</sup> June 2018 were agreed and signed.	All
3.	<p>Matters arising:</p> <ul style="list-style-type: none"> <li>Automatic Doors – The Practice has been successful in receiving funding. It will be made up of 1/3 from the Practice, 1/3 from the League of Friends and 1/3 from NHS England. The chair expresses his thanks to the Practice and to the League of Friends for the funding to enable the project to go ahead and the Chair has written a letter of thanks to the League of Friends.</li> <li>Improved Access – Negotiations have now been finalised and the first clinic will start on the 1<sup>st</sup> October. This will be for routine appointments only, making availability for patients to be seen every night of the week (albeit not always at Riverside Surgery). Crucially patients need to give their full consent prior to booking the appointments.</li> <li>Health Navigation – Is progressing, the technical issue revolving around ‘copyright’ and indemnity needs to be discussed with the Partners.</li> <li>eConsult – Has been live since 4<sup>th</sup> June. We have had 58 contacts so far, most of which have come through throughout the working day. Patients are signposted to appropriate service, self-help, pharmacy, 111 etc.</li> <li>RD&amp;E &amp; blood samples taken at the surgery – The Chair has already written to RD&amp;E, but has heard nothing back, so MB will write to them again to</li> </ul>	<p>MB to report back to PPG re Improved Access appointments once we have been given the audit by the HUB. To distribute leaflets and Sharing Consent forms at Tower House Flu Clinic</p> <p>AJC/PR to follow up with the Partners</p> <p>MB to write to RD&amp;E again.</p>

	<p>chase.</p> <ul style="list-style-type: none"> <li>• Dementia Friendly Practice – The first walk around has been completed at Riverside Surgery, and it was felt that overall the surgery was ‘good’ although Amanda won’t get the final report until after Tower House has had their walk through, booked for October.</li> <li>• Younger Patients to join PPG – A discussion was had on how we can target the younger population, and perhaps getting some to join the PPG. It was suggested that Ray could do some posters/brochures on the subject. He also found a relevant leaflet, available online. The Chair suggested Ray bring it to the next meeting.</li> <li>• Body Bequests – Helen Davidson raised a query over whether the GP’s would be willing to sign a form relating to Anatomy Body Bequests. It was discussed that Jade would need to find out some more information, and this would be put before the GP’s in due course.</li> </ul>	<p>Jade to follow up Body Bequests AJC to take to GP’s once information available and report back to PPG</p>
<p>4.</p>	<p><b>Standing item:</b> 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"> <li>• DNA’s – In the last 3 months’ (11<sup>th</sup> June – 11<sup>th</sup> September) there was 648 DNA’s, equating to 8.8% of the total appointments attended (up slightly from the last figures at 5%). It was agreed that Jade would get some figures together for the next Newsletter. Sally suggested perhaps putting the surgery telephone number on the appointment card that is handed out to patients.</li> <li>• Patient Leaflets – Ray has done some brand new leaflets and re-vamped some of our existing ones. Comments were that they looked very professional with clear and precise messages, but worries about how much was on the leaflets was raised and whether there should be two versions. Thanks were given to Ray for all his hard work.</li> </ul>	<p>Jade to get figures for the newsletter (one months’ worth, split between GP/PN appointments Jade to work with Ray on creating a positive message for patients re DNA’s combination of a poster/text message</p> <p>MB – to get together with a few members and work out what we want on the leaflets/what the practice needs/who we want to target</p>
<p>5.</p>	<p><b>Standing item:</b> Review any patient feedback about the services delivered by the practice.</p> <ul style="list-style-type: none"> <li>• Friends and Family Test – The Practice was pleased to receive consistently good feedback this month</li> </ul> <p>“Everyone is very nice, polite and informative”, “Always very good”, “My experiences going to Riverside Surgery</p>	

	<p>are usually positive! I was seen on the morning that I phoned in sick, requiring an appointment and everyone was kind and supportive.”</p> <ul style="list-style-type: none"> <li>• Suggestion Box: <ul style="list-style-type: none"> <li>Zero tolerance notice – Noted that it should be more positive and balanced</li> <li>Drinking water – Suggestion of having a cold water machine in reception was raised and had been previously discussed, and we do now provide cups and jugs of water at reception desk during exceptionally hot weather and there are notices in the waiting room.</li> <li>Texts to patients who have received changes to their medications – Due to patient safety the Practice feels this is not something we could implement, patients could misinterpret information in a text, or not receive the information if they share their phone with a family member etc. therefore a telephone call with the patient would be preferred.</li> <li>SystemOnline – It was noted that it isn't flexible regarding ordering medications and putting on notes for the GP's to action. Amanda to raise this issue with the GP's.</li> </ul> </li> <li>• NHS Choices – No comments had been made on the NHS Choices Website</li> </ul>	<p>Ray to review the notice.</p> <p>AJC to speak to GP's regarding patient notes when ordering medication etc.</p>
<p>6.</p>	<p><b>Standing item:</b> Feedback from Patient Participation Locality Forum</p> <p>Sally Titchener reported back from the Patient Participation Locality Forum on the 30<sup>th</sup> August. There was a discussion about new housing in the area and how money is to be put aside to help with 'healthcare'. Riverside was fortunate enough to be mentioned in the new housing stipulations at Bradley Bends, which went on to fund the new extension. The Mental Health Survey for 4 – 19 year olds will be released 22<sup>nd</sup> December. It was felt that it would be a good idea to get a representative to come in and do a talk to the group and the next meeting. There was also a discussion about The Ness Centre, located in Teignmouth; it is an open house to all mental health patients. It was suggested that we invite someone along to the next meeting to do a talk and invite Practice Nurses/Health Visitors or anyone that would like to attend to that talk.</p>	<p>MB to invite mental health and The Ness Centre to come in for a chat at the next meeting</p> <p>Jade to invite PN/HCA's/GP's or HV to next meeting for this talk</p>
<p>7.</p>	<p><b>Practice Update:</b></p> <ul style="list-style-type: none"> <li>• Staffing -We are at full complement with GP's with</li> </ul>	



	<p>been working very closely together.</p> <ul style="list-style-type: none"> <li>Breast Cancer “Wear it pink” Day – The Practice will be participating in this. There will be fundraisers and all staff will be wearing pink. It was suggested that if anyone from the Group can think of any ideas or if anyone would like to participate, to let Jade know.</li> </ul>	
8.	<p><b>Chair of Core Group 2019</b></p> <p>Suggestions to be put forward at the November meeting, ready for the AGM in the new year.</p>	
9.	<p><b>Date for 2019 AGM and Open Meeting:</b>  Monday 21<sup>st</sup> January 2019 6pm for 6:30pm start at Riverside Surgery - AGM</p> <p>Wednesday 6<sup>th</sup> February 2019 6pm for 6:30pm start at Tower House Surgery – OPEN MEETING</p>	Jade to confirm date for Tower House and circulate
10.	<p><b>Date of next meeting:</b>  Thursday 22<sup>nd</sup> November 10:30am at Riverside Surgery</p>	

Signed:..... Chair

Date: .....