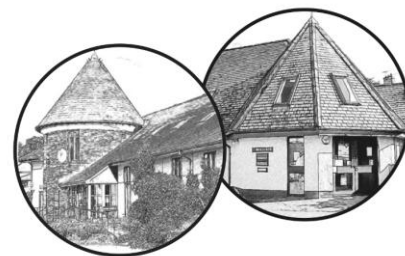


Bovey Tracey and Chudleigh Practice

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PPG MEETING

Riverside and Tower House PPG

Date: 20th May 2025

Time: 13:00

Venue: Riverside surgery, Bovey Tracey

PRESENT:

Rod Wallace (Chair)
Sally Titchener (Minutes)
Pamela Tuckett
Ray Street
Dougie Cooper
Riya Cooper
Jane Mather
Jackie Huntington
Sheila Woodhouse
June Weeks
Maureen Birrell
Trudy Abbott
Anne Broom
Janet Cooper
Dr Ben Ward
Victoria Sheppard, Practice Manager

APOLOGIES:

Pamela Tuckett
Johanna Page
Tony Bartlett
Megs Kiddle
Michael Benson*
Jenny Pryce-Davies*

Item:	Subject:	Action:
1.	Rod Wallace, Chairman, offered his welcome to all attendees and opened the meeting.	
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 informing patients of effect of overloading System Connect The AGM Date is July 7th 2025 at 6.30PM in Riverside Surgery. RSVP needed to ensure sufficient seating arrangements. Explanation of the different apps/systems in operation will be included in the next issue of 	

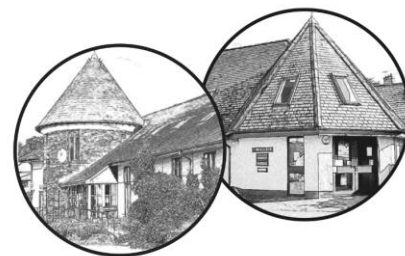
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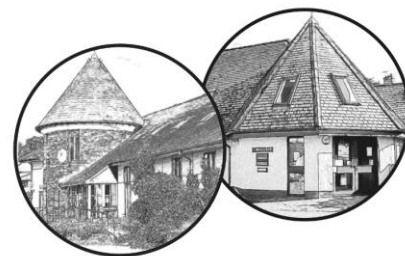


	the newsletter. These being the NHS app, Systm Connect, System O nline, and 111.	
4.	<p>Practice update:</p> <p>Staffing update: We have several new staff starting in the next 3-months: two Care Coordinators (Medical Receptionists), Fiona and Kelly starting towards the end of May; Practice Nurse, Kirsty starting at the end of June, and Charlene, Advanced Clinical Practitioner starting in August. In addition to this, we have trained Jess, Care Coordinator to become a Phlebotomist and she will be holding clinics from July. We have also created a Prescription Clerk role which will be led by an experienced administrator. This role is part of an internal improvement programme to improve operational efficiencies.</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 There has been no update regarding the reopening of the Pharmacy attached to the Practice.</p> <p>Systm Connect The system is still becoming overloaded in the mornings, and it has been necessary to close it down until patients' requests have been triaged. Over 300 requests were received on one morning. When this happens, patients can use 111 for support and advice. 111 has access to a clinic where they can book directly for patients with a GPs to make contact, however the number in the 11 clinic is limited to x5. The Government wants patients to have access to Systm Connect continuously for Routine appointments during GP opening hours by October 2025. GPs are waiting for more information about how this will work, as this has funding implications. Some Patients have had to access the Minor Injuries Clinic at Newton Abbot. GPs contracts cover Primary Care, but Minor Injuries Units (Newton Abbot Hospital) are a Secondary Care Provider. Some patients go to the MIU when they are unable to contact a GP. The GPs reciprocate in many ways by providing follow-up services to patients who have received Secondary care</p>	

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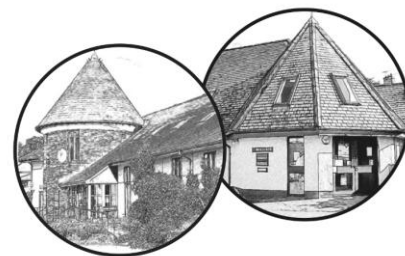


	<p>services by giving support with dressings, sutures, blood test etc.</p> <p>The practice has had a shortage of Practice nurses which has now been resolved.</p> <p>Some confusion has been expressed about prescription requests. Systm Connect is to be used for medication queries or urgent request, whilst NHS App or System Online should be used for repeat prescriptions.</p> <p>The new telephone system is reducing waiting times, the average time is usually 4 minutes. When Systm Connect is unavailable and GPs appointments are unavailable due to capacity (Option 1 on telephone system), patients can still contact the Practice for Nursing team appointments (Option 2 on telephone system), or Administrative queries (Option 3 on telephone system).</p> <p>The PPG focus group reported that they had used Systm Connect and had received good results.</p> <p>Some patients had asked if their notes could show that they needed help to use the system to book appointments. VS stated that this is possible to do this on the Practice home page as a 'Reasonable Adjustment'. Patients can have Reasonable Adjustments e.g. anxiety, autism hard of hearing etc. on their full medical note which all staff in the NHS can see to help them when they are receiving treatment.</p> <p>It was raised that more patients now are monitoring their own conditions e.g. blood pressure, Dr Ward said that where patients have accurate information about their conditions, the information can help the GP and save time.</p> <p>Some patients come into reception for help completing Systm Connect; they are able to access to a computer in the corridor, to receive support in a more private area. It is important that patients are provided with help to remain independent so they can receive support from the receptionist and only use their friends and family for support when they want to. VS informed that data shows that one third of patients contacting the Practice for GP appointments each month are helped to access Systm connect on the phone or in person at Reception.</p>	
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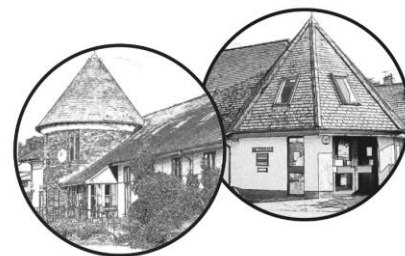


	Some patients are unable to take calls from the Practice during the day when they have submitted a Systm connect request. It is the patient's responsibility to be available to calls and texts from the Doctors. The Practice attempt to make contact by two telephone calls and two texts, the patient must respond, or the request cannot proceed.	
6.	<p>Standing item:</p> <p>Patient feedback reviewed on the services delivered by the practice.</p> <p>Results from both Friends & Family survey and Systsm Connect survey were shared.</p> <p>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.</p> <p>VS stated that all positive and negative feedback is listened to, fed back to staff and training or actions taken when needed.</p> <p>The Practice has been supporting Reception staff and very few complaints have been received. The PPG praised the Receptionist on their patience and understanding. The Practice has received more positive feedback about using Systm connect.</p>	
7	<p>Standing item:</p> <p>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.</p> <p>Patient Participation Group Local Forum at Newton Abbot was on "4th April 2025. Items discussed were the NHS 10-year plan. The main emphasis being:</p> <p>A) Community Based Care.</p> <p>B) Prevention of ill health</p> <p>C) Better Use of Digital Technology.</p> <p>Healthwatch are conducting a survey on Muscular Sclerosis. VS will attach to the minutes Paul Trainers link to the survey for those interested.</p>	
8.	<p>Standing item:</p> <p>Current list size and growth from last meeting</p>	

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	15086 (was 15,074 at last meeting in March). No new patients can be refused. Patients are only included in the Practices funding stream when they start are living in the area.	
9.	<p>AOB:</p> <p>PPG AGM date set for Monday 7th 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.</p> <p>NHS App Training. Victoria will consult with Bovey Tracey Activities Centre to arrange for an NHS App training session for patients of the Practice. This will be ran by NHS App external trainer.</p> <p>VS created training videos for Systm Connect and NHS App and will arrange for these to be added to the Practice website.</p> <p>VS informed that RS has submitted a feature article for Chudleigh Companion online magazine and will continue to submit a feature article on a monthly basis. This is in addition to the quarterly submission for The Cottage magazine.</p> <p>The Practice needs help to update the Social Prescribers information on local clubs, groups etc. The Bovey Information Centre may be able to help (Johanna Page). For Chudleigh, Pam Tuckett will be contacted for help finding someone in that area.</p> <p>PPG Members.</p> <p>Carol Ramsay has resigned, and Jo Poke is joining the PPG to bring our members to a total of 20 which is maximum allowed. Jo was first on the waiting list to join the PPG. PPG said that new members often find PPG meetings daunting, at first and it would be beneficial for VS to have an induction conversation in advance of the next meeting.</p>	
10.	<p>Date of next meeting:</p> <p>Wednesday 30th July at 3pm at Tower House.</p>	

Signed:..... Chair

Date:

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