

Meeting of Riverside and Tower House PPG – Meeting Notes

Date:

**Tuesday 15<sup>th</sup> August 2023**

Time:

**10.30 – 12.00pm**

Venue:

**Riverside Surgery**

**PRESENT:**

Ben Bishop (Practice Manager), Dr Ben Ward (GP Partner), Baven Arasaretnam (GP Registrar), Pam Tuckett, Glenn Kennedy, Trudy Abbott, Megs Kiddle (Vice Chair), Anne Broom, Ray Street, Sheila Woodhouse, Maureen Birrell

**APOLOGIES:**

Jade Medlyn (Assistant Practice Manager), Tony Bartlett, Sally Titchener, Rod Wallace (Chair), Jane Mather, Carol Ramsey, Jan Cooper

Item:	Subject:	Action:
1.	In Rod's absence, Megs as vice-chair welcomed all attendees and everyone introduced themselves in turn. Ben read out the apologies received from members.	
2.	Notes from previous Core Group meeting on 21 <sup>st</sup> February agreed and signed.	Ben to file signed minutes
3.	<p><u>Matters arising - Review action points from AGM</u></p> <p>Reviewed script for practice telephone message as feeling following discussion at previous meeting was that this is too long. After beginning to review as a group, feeling was that a review by a smaller group would be more suitable than at a full core group meeting. Ray, Carol &amp; Megs volunteered, with Ray agreeing to draft a re-write as a starting point.</p> <p>It was felt it would be useful to provide an explanation of the practice appointment system, how they become available and how they are allocated in the next practice newsletter. Unfortunately this isn't something that has been able to be done yet, Ben agreed to provide Ray with some copy for the next newsletter shortly.</p>	<p>Ray to write 1<sup>st</sup> draft of shortened script.</p> <p>Ben to liaise with Ray regarding the next edition of the practice newsletter.</p>
4.	<p><u>Practice Update – Ben B</u></p> <ul style="list-style-type: none"> <li>- Practice has now recruited a new Pharmacist and Pharmacy Technician via the PCN, will be based across Riverside and Towerhouse Surgery working in house. They will still be supported by Mariya our remote Pharmacist. Sheila noted that she had</li> </ul>	

	<p>consulted with Mariya recently and found the service received very good, but felt a mix of remote and in house was a good step forward.</p> <ul style="list-style-type: none"><li>- Practice is still exploring its options and awaiting an imminent announcement regarding government funding to support this switch. Ben feels this will be a positive switch that will offer additional helpful functionality to the practice, as well as introducing a 'call back' feature for patients. This is what is meant by government announcements around cloud telephony 'stopping the 8am rush'. No time frame for installation at present.</li><li>- An update was given on the upcoming flu clinics booked for 30<sup>th</sup> September at Riverside and 7<sup>th</sup> October at Towerhouse Surgery. Thanks was given to all PPG members that have offered to support the clinics. Ben updated the group that the practice will not be signing up to offer Covid-19 vaccinations for the Autumn booster program. This is largely due to a 25% reduction in the claimable fee per jab, meaning that the program would run at a loss for the practice making it financially unviable.</li></ul> <p>Ben also explained that offering Covid-19 boosters would mean delaying the start of our flu program to mid-October due to JCVI/government rules over co-administration. As the practice has to commit to its flu vaccine order 12 months in advance and bares the financial risk for those vaccines, we couldn't risk delaying the start to the program and patients attending pharmacies and/or other sites for their vaccination. All patients are encouraged to support the practice and attend a local clinic for their flu vaccination wherever possible.</p> <p>When more information is available from the ICB regarding their plans for Covid-19 vaccination sites locally, this will of course be shared with patients via the usual practice channels. All members present were supportive of this decision from the practice.</p> <ul style="list-style-type: none"><li>- Sadly as announced via email, Jade will be moving on from the practice to take up an alternative position at another local practice. Plans are ongoing for recruitment. All members wished Jade well for the future.</li><li>-</li></ul>	
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5.	<p><u>Standing item – Report on key themes, issues or suggestions identified by PPG members</u></p> <ul style="list-style-type: none"> <li>- Well Person Checks (Jane)</li> <li>- Practice Website (Tony)</li> <li>- Improving practice questionnaires (Sally)</li> <li>- Signage for Riverside Lift (Sally)</li> <li>- Regularity of meetings (Sally) – Whilst Sally was not present, as Sally had raised at previous meetings she felt the regularity of meetings had decreased this was discussed as a group. It was agreed that frequency of meetings would move to bi-monthly, but that we should aim to more strictly stick to a meeting duration of 1 hour.</li> </ul>	<p>To be discussed at a future meeting when Jane present</p> <p>To be discussed at a future meeting when Tony present</p> <p>To be discussed at a future meeting when Sally present</p> <p>To be discussed at a future meeting when Sally present</p> <p>Ben to rearrange existing meetings and send out new meeting dates with these minutes</p>
6.	<p><u>Standing item – Review any patient feedback about the services delivered by the practice</u></p> <ul style="list-style-type: none"> <li>- Friends &amp; Family Test – No Responses Received</li> <li>- Suggestion Box – No Responses Received</li> <li>- NHS Choices – No new reviews since last meeting</li> <li>- Informal Compliments – Summary of compliments received since last meeting made available to all meeting attendees and also attached with these minutes for review</li> <li>- 7 Formal complaints received since last core group meeting. All acknowledged and responded to within time frames set out in complaints policy</li> <li>- National GP Patient Survey results released in July 2023. Another year of strong performance for the practice, in comparison to national &amp; ICS averages. Results available via link <a href="https://www.gp-patient.co.uk/patientexperiences?practicecode=L83045">https://www.gp-patient.co.uk/patientexperiences?practicecode=L83045</a></li> </ul>	
7.	<p><u>Standing Item – Feedback from PPG Locality Forum</u></p> <p>Practice Representative Sally not present so no feedback received.</p>	
8.	<p><u>Standing Item – List Size growth since last meeting</u></p> <p>List size growth of 113 patients since last core group meeting on 09.02.23</p>	

9.	<p><u>Guest Speaker – Andrea Nicol, Health &amp; Wellbeing Team Lead</u></p> <p>Andrea discussed the ongoing work being done in the practice to identify unpaid &amp; unidentified carers. Focus recently has been on the ‘business card’ project discussed at the AGM, this has so far led to 6 patients previously not being listed as carers coming forward. All have been proactively followed up by the Health &amp; Wellbeing Team, offered support and put in touch with Devon Carers.</p> <p>Andrea felt the main barrier to identify unpaid carers is that these patients often don’t see themselves as carers as the person they are caring for is usually a spouse or a relative. Its hoped that as awareness of Devon Carers and support available from the practice grows, this perception can change.</p> <p>It was agreed that we should amplify this project and provide further information on how unpaid carers can get support should be provided in the next practice newsletter.</p> <p>It was also agreed that the practice would provide an introduction to the Health &amp; Wellbeing Team and the support on offer in our next newsletter.</p>	<p>Ben to provide copy for the next newsletter to Ray soon.</p> <p>Andrea to provide copy to Ray for the next newsletter.</p>
10.	<p><u>Any Other Business?</u></p> <p>Ray Street mentioned that after attending an appointment at Towerhouse, the waiting room there was much tidier and felt more curated than the waiting room at Riverside. Ben agreed to review the waiting room at Riverside and see if we could bring the two in line.</p>	<p>Ben to review waiting rooms at both practices</p>
11.	<p><u>Next meeting dates:</u></p> <p>Friday 20<sup>th</sup> October @ 1030 - Towerhouse Surgery  Wednesday 13<sup>th</sup> December @ 1030 – Riverside Surgery</p>	

Signed:..... Chair

Date: .....