

ANNUAL GENERAL MEETING
Riverside and Tower House PPG

Date:
Friday 9th June 2023

Time:
6.30pm

Venue:
Riverside Surgery

PRESENT:

Present:
Pam Tuckett (Chair), Rod Wallace (Vice Chair), Ben Bishop (Practice Manager), Ben Ward (Practice Partner), Sally Titchener, Megs Kiddle, Ray Street, Shelia Woodhouse, Maureen Birrell, Tony Bartlett, Glenn Kennedy

APOLOGIES:

Andrew Turnbull, Jane Mather, Anne Broom, Michael Benson

Item:	Subject:	Action:
1.	Pam, Chair, offered her welcome to all attendees and opened the meeting.	
2.	<p>Pam Tuckett thanked all members of the Core Group for their support since the last AGM, during which time we have held 4 meetings, in August, November and February</p> <p>Pam recapped the content of the PPG meetings in the past year, with attendance at meetings from Andrea our Social Prescribing Lead and Adrian, Clinical Pharmacist. The PPG has discussed ways to make its membership more representative of the community as well as ways to gather more feedback from patients.</p> <p>Over the past year the practice has worked to upgrade its nursing rooms, as well as installed solar panels at both Riverside and Towerhouse surgeries.</p> <p>Pam thanked Ray for his work producing regular practice newsletters as well as Sally for her attendance at PPG Locality Forums</p> <p>Pam thanked Dr Ward for his support in attending our meetings and all the practice staff for all their hard work and support offered to patients over the past year.</p> <p>Finally, Pam thanked Ben and Jade for their support.</p>	

<p>3.</p>	<p>Election of Officers:</p> <p>Chair</p> <p>Rod Wallace was nominated for Chair by Pam Tuckett, seconded by Carol Ramsey.</p> <p>Vice-Chair</p> <p>Megs Kiddle was nominated for the role of Vice Chair by Sally Titchener, seconded by Pam Tuckett</p> <p>Secretary</p> <p>With no nominations received, Ben Bishop agreed that this role would stay at Practice level.</p> <p>All PPG members thanked Pam for her work as Chair over the previous years. Pam was presented with flowers from the practice as a token of our gratitude. Pam advised she would still be attending meetings as a PPG member.</p>	
<p>6.</p>	<p>Open forum:</p> <p>It was raised by Glenn Kennedy that about 15 months ago there had been a problem requesting a repeat prescription. Glenn felt that he had encountered various issues with the reception team and a lack of customer service. Ben asked for more information so this could be investigated.</p> <p>It was suggested by some members that the recorded message preceding patients joining the queue was too long. Is all the information given necessary? Some is a legal requirement but others like the warning about abusive behaviour may be counterproductive. This was also raised by BTAT during Ben & Sally's recent presentation. It was agreed this will be discussed by partners and PPG.</p> <p>Ben advised that the practice was looking at new 'cloud based' telephone systems that would hopefully alleviate issues with queuing and provide other useful functionality.</p> <p>Sheila raised that she felt patients do not understand the way appointments are managed and allocated, particularly surrounding which appointments are available to book via telephone and which were available online. She said this leaves them confused and disgruntled. Not sure when to phone, when appointments become available etc.</p> <p>Dr Ward gave a very clear explanation about the pressure's doctors are under to manage the increasing demand and how they are continually</p>	<p>Agreed to review script for telephone message at next meeting</p> <p>Jade to work with Ray and write an article</p>

	<p>trying to do this in the most effective way. It was suggested that there could be an article relaying this written for the newsletter to help patients understand the system.</p> <p>This raised the issue of how the practice is very successful in recruitment because it is known to run a service that both aims to fully support the team, and they endeavour to provide the best service to patients. Everyone agreed that compared to many GP practices they are very fortunate and recited incidents of excellent support received from the surgery for themselves and relatives and friends.</p> <p>Tony introduced a new project to aid the identification of unpaid carers so that they can receive and be aware of the support available. Due to time pressures this will be discussed in full at future PPG meeting.</p>	for the next newsletter
6.	The Chair thanked those for attending and the meeting closed at 8.10pm.	

Signed:..... Chair

Date: