

Meeting of Riverside and Tower House PPG

MINUTES

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| Date: Tuesday 15 th November 2022 | Time: 10.30am – 12.30pm | Venue: Riverside Surgery |
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PRESENT:

Jade Medlyn (Practice Manager's PA), Dr Ben Ward (GP Partner)

Pam Tuckett (Chair), Rod Wallace (Vice chair), Michael Benson, Sally Titchener, Anne Broom, Megs Kiddle, Shelia Woodhouse and Janet Cooper

APOLOGIES:

Ben Bishop, Tony Bartlett, Maureen Birrell, Jane Mather, Carol Ramsay, Ray Street,

| Item: | Subject: | Action: |
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| 1. | Pam Tuckett welcomed Core Members and all present introduced themselves in turn. | |
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| 2. | All members agreed the notes of the meeting on 16 th August 2022. | Pam signed the minutes. |
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| 3. | <p>Matters arising:</p> <ul style="list-style-type: none"> Action points from previous meeting reviewed, Michael asked whether Andrea needed the PPG to help support her in anything and whether she had a chance to sort some shadowing. Jade confirmed she had not heard from Andrea just yet. Jade will chase. Sally also mentioned that Adrian was due to come to this meeting. Jade confirmed unfortunately Adrian couldn't make the meeting today but will attend the next meeting in February. | <p>Jade to speak to Andrea</p> <p>Jade to send confirmation and agenda to Adrian for February</p> |
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| 4. | <p>Practice Update:</p> <ul style="list-style-type: none"> <u>Nurse room upgrades</u> – 2 rooms have now been fully upgraded to the same standard as PN7 & PN8. Room 3 is due to be completed this week. All rooms will need new flooring. The remaining 4 rooms will be completed in the new year <u>Expanding clinical space</u> – Jade put together a fantastic business case on behalf of the practice in order to secure some funding from The Bovey Tracey League of Friends. Unfortunately, this was declined due to the fact that the Partners own the building. They did however say they would be more than willing to look at requests for medical equipment. We have also had a glimmer of hope for some Section 106 monies for Tower House in the future. We are yet to make any concrete plans but | <p>Jade to update on progress of EV charging at the next meeting</p> <p>Jade to look into a funding request to League of Friends for new flooring in the Nurse rooms</p> <p>Jade to look into funding for expanding clinical space from Viridor</p> <p>Jade to look at FFT on the website</p> |
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| | <p>when we do, we will update the PPG in due course.</p> <ul style="list-style-type: none"> • <u>Solar panels</u> – The panels have started to be installed at Riverside. They are about ¾ of the way through. Once completed, they will make a start on Tower House in the next few weeks. • <u>Electric charging</u> – Jade has not gotten any further in the process of assembling quotes for electric charging ports due to other big projects happening currently. Jade will update on progress at the next meeting. • <u>Friends and Family on the website</u> – Jade hasn't yet had a chance to look at this yet following the last meeting. It is on her to-do list to take forward. | |
| 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> <ul style="list-style-type: none"> • <u>eConsults/Carers (Tony)</u> – see actions • <u>HRT and prostate support (Sally)</u> – Dr Ben Ward explained the support offered by the practice in terms of HRT checks and cancer reviews. He also noted a good website - "Prostate Screening Management Programme" which was decided would be good to share within the next patient newsletter along with changes in scanning. For anyone wishing to view the information you can find the link here: PCRMP patient info sheet draft March 2022 new.pdf (publishing.service.gov.uk) • <u>Pros and cons of seeing allocated GP each time (Sally)</u> – Discussed, it was agreed that if you have access to online booking you can book with a specific GP if needed. It was noted that it is useful to see another GP for a long-term problem as you can get a different opinion. It was asked if Ben B would be happy to go along to a meeting held at the Phoenix Hall to talk about the history of the practice and the PPG. Michael suggested it would be better if a member of the PPG attended on behalf of the practice instead. All in agreement. • <u>Future of video consultations through Skype, Teams, Zoom & Whatsapp (Tony)</u> - to re-agenda at a later meeting • <u>NHS App (Tony)</u> - to re-agenda at a later meeting • <u>Physio clinics (Sally)</u> – Sally was unaware that the physio clinics had stopped running from Riverside. This was stopped before covid due to the practice needing the clinic space. However, Jade noted that we are being asked to think about what Additional Roles Reimbursement Scheme (ARRS) roles we would like for our PCN in the coming year and a | <p>Patients readcoded as being a carer: 463 Patients readcoded as having a carer: 319 Patients readcoded as being a carer, being given flu vaccination: 339</p> <p>Carers are able to submit eConsults on behalf of patients – Jade has tried and tested this with success</p> <p>Jade to send Ray details re prostate support for newsletter</p> <p>Jade to add new OOH provider to patient newsletter</p> |

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| | <p>physio was a popular option. So, watch this space.</p> <ul style="list-style-type: none"> • <u>Devon Doctors (Sally)</u> - From the 27th September, the Integrated Urgent Care Service for Devon (111, out of hours and clinical assessment service) transferred from Devon Doctors to Patient Plus Group (PPG). They are still operating out of Newton Abbot hospital if needed. • <u>Patient demographics (Sally)</u> – It was asked whether the practice could report/audit the demographics of patients registering at the surgeries. This would be a giant task and take some time to do. It was discussed that there is plenty of information online that should satisfy this. A good link to various statistics and demographics can be found here: Local Area Report for areas in England and Wales - Nomis (nomisweb.co.uk) • <u>Phone appointment reminders (Sally)</u> – It was asked whether the practice could look into allowing phone appointment reminders. Jade noted that we used to do this, however, we were not able to differentiate between face-to-face appointments and phone appointments, as it only allows one blanket text to go out on mass. Patients were becoming confused as we couldn't put a specific time on the text and patients would arrive in surgery expecting to be seen when it was a phone call etc. Texts that are sent are only allowed to be SMS not MMS, i.e., no symbols/photos. We are also only allocated a certain number of texts to go out per day else the system crashes. | |
| 6. | <p>Standing item: Review any patient feedback about the services delivered by the practice.</p> <ul style="list-style-type: none"> • <u>Friends and Family Test (FFT)</u> – going really well. August and September's results were shared in the meeting. Please see attached for those who were not present. All round mainly positive, only one extremely unlikely result. • <u>Suggestion Box</u> – No Responses • <u>NHS Choices</u> – No new reviews | Jade to attach FFT results from August and September |
| 7. | <p>Standing item: Patient Participation Locality Forum – Sally Sally was not able to attend the last meeting, Tony stood in her place. Sally will contact Tony for the minutes and will share at a later date</p> | |
| 8. | <p>Standing item: Current list size and growth from last meeting? Previous meeting (26.04.22) - 14,777</p> | |

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| | As of (13.07.22) – 14,750 | |
| 9. | <p>Standing item: Feedback from PPG sub-group on improving patient feedback</p> <p>Nil since last meeting. Waiting for more feedback to be gained before reporting at next meeting.</p> | <p>Jade to look at Friends and Family section on the website – edit and explain more thoroughly</p> <p>Jade to link Friends and Family test to complaints section on website</p> |
| 10. | <p>Any other business:</p> <ol style="list-style-type: none"> 1. <u>GP Special Interests</u> - ask GPs if they are happy for their special interests to go into the newsletter, as it was noted by Michael in the past they declined 2. <u>Patient Newsletters</u>- Michael offered his services in distributing the newsletter again this quarter. Shelia also offered her services. Jade will liaise with both when newsletters are ready. 3. Michael raised whether there anything that the PPG can do to help the practice. The only thing at present is a covid vaccination clinic happening on 26th November. If anyone is willing to help, please reply to Ben. | <p>Jade to check with GPs if they are happy for specialties to go in the next patient newsletter</p> <p>Jade to liaise with Michael and Shelia when newsletters are ready to be distributed</p> |
| 12. | <p>Dates of next meeting:</p> <p>Core Group Meeting: Tuesday 21st February 2023 10:30am – 12.30pm at Tower House Surgery</p> | |

Signed:..... Chair

Date: