

Meeting of Riverside and Tower House PPG

Date: Thursday 21st February 2019	Time: 2.15pm	Venue: Tower House Surgery, Chudleigh
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PRESENT:

Pam Tuckett (Chair), Rod Wallace, Ray Street, Anne Broom, Richard Smith, Amanda Coleridge

APOLOGIES:

Patricia Jewett, Sally Titchener, Michael Benson, Jane Mather, Dr Paul Russell

Item:	Subject:	Action:
1.	<p>Guest Speaker: Jonathan Hanbury, Director, The Ness Centre, Teignmouth.</p> <p>Jonathan explained The Ness Centre is a specialist day service for people diagnosed with dementia or any type of memory issues based in Teignmouth and open from 10am – 4pm Monday to Friday.</p> <p>The service is designed to help improve or sustain the quality of life for longer by ensuring people diagnosed with dementia remain as active, alert and engaged as possible.</p> <p>The service is available to anyone residing in Teignbridge and offers practical help to people with dementia and their families/carers. Transport is also available to and from the centre.</p> <p>The centre offers a person centred approach designed with individuals in mind, activities planned and organised that maximise their potential and fun, including music and day trips. The centre can cater for up to 13 individuals at any one time with a high staff:client ratio.</p> <p>The Ness Centre is currently extending their service in Teignmouth to include a 'Men's Shed' in April, and is also looking to establish a second centre in the Torquay/Paignton area later this year.</p> <p>The cost may be met by social services or is £35 for a half day or £60 for a full day (plus a £5 contribution for lunch) to self-fund.</p> <p>Contact details: Tel: 01626 774 799 Email: info@atlas.care www.atlas.care</p>	

2.	The notes of the meeting held on 22 nd November 2018 were agreed and signed.	
3.	<p>Matters arising:</p> <p>RD&E Bloods – Letter received stating “There is a long term goal to enable the electronic linkage of all the laboratories in Devon & Cornwall Peninsula, but this is likely to be a year or two before this comes to fruition”.</p> <p>PPG Constitution had been reviewed and as it stated “Membership of the C.PPG should normally be for no more than three years” it was felt acceptable for members to remain on the Group for more than three years if they wished and as long as the Group was not oversubscribed.</p> <p>Patient Leaflet to explain results – Due to the complexity of results and a ‘normal’ result for one patient may not be ‘normal’ for another it was felt a leaflet could be misleading.</p> <p>Flu uptake – The practice uptake was above the CCG average in most age groups and continued to offer the vaccine until 31st March 2019.</p> <p>Lift at Riverside – The current stair lift at Riverside was only used by podiatry and physiotherapy. It was not used by practice staff due to resources and the time taken to operate the lift during which time the stairs were out of action. Whilst there was an external ramp it was acknowledged patients had to come into the building first to book in and then go back out and take a long route to access the first floor (especially if the weather was bad). Amanda agreed to look at alternatives.</p> <p>Riverside pathways – The practice was responsible for the block pavers outside the surgery and these were maintained regularly, (and when reports from patients of any loose bricks).</p> <p>Winter Planning – It was confirmed that patients wishing to volunteer as 4x4 drivers during inclement weather should contact their own vehicle insurance company to inform them of this activity.</p>	AC to investigate alternative solutions and follow up with Partners
4.	<p>Standing item:</p> <p>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"> • PPG link member with main hospitals – It was 	

	<p>agreed the PPG would link with the hospital PALS team as and when required.</p> <ul style="list-style-type: none"> • Online booking of appointments – patient suggestion to be able to filter by specific type of appointment and specific doctor. This had been feedback to the software provider as a development request. • Patient Newsletter – Ray was thanked for all his hard working in editing our Spring Newsletter which had received positive feedback. • A PPG member brought to the attention of the group “Frome Care Co-ordination”. This enhanced model of care to tackle loneliness and isolation has been implemented by Frome Medical Practice. https://www.fromemedicalpractice.co.uk/news/ 	<p>Further information to be obtained by RSmith.</p>
	<p>Standing item: Review any patient feedback about the services delivered by the practice.</p> <ul style="list-style-type: none"> • Friends and Family Test – Six responses in January, all likely or very likely to recommend the practice to a friend or family with positive comments about the service and staff. - Suggestion Box - Nil - NHS Choices - Nil 	
	<p>Standing item: Feedback from Patient Participation Locality Forum - next meeting on 28th February</p>	
	<p>Hearing Loop – Following patient feedback Amanda agreed to look into the cost of providing a portable hearing loop.</p>	<p>Ac to follow up with Partners</p>
	<p>Younger patients & the PPG Core Group to feedback thoughts on: https://www.england.nhs.uk/participation/get-involved/how/forums/nhs-youth-forum/</p> <p>It was agreed to re-agenda for the next meeting and obtain further information.</p>	<p>Re-agenda</p>
	<p>Any Other Business: Makaton uses signs and symbols to support the spoken language. The Core Group agreed to look at signage to improve the experience of patients and their carers especially those with learning and communication difficulties as a result of patient feedback.</p>	<p>AC to follow up with Partners</p>

	<p>DNA's – To try and reduce our rate of DNA's further it was suggested our receptionists reinforce the message by using the phrase <i>"Will you please let us know if you won't be able to come for your appointment?"</i> at point of booking. The main point about this interaction is that the question calls for a verbal "yes" response (behavioural psychologists suggest that the patients' affirmations will tend to reduce the number of DNAs).</p> <p>Open Meeting - The Core Group discussed whether or not holding the Open Meeting in the evening in January/February was the best time of day/year. It was agreed to agenda for our next meeting for further discussion.</p>	<p>AC to follow up with Reception Team</p> <p>Re-agenda for next meeting</p>
	<p>Dates of next meeting:</p> <p style="text-align: center;">Tuesday 2nd April 2019 at 10.30am at Riverside Surgery, Bovey Tracey</p>	

Signed:..... Chair

Date: