

ANNUAL GENERAL MEETING
Riverside and Tower House PPG

Date: Wednesday 11 th May 2022	Time: 6.30pm	Venue: Riverside Surgery
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PRESENT:

Present:
Pam Tuckett (Chair), Ben Bishop (Practice Manager), Jade Medlyn (PA to Practice Manager/Secretary), Sally Titchener, Megs Kiddle, Jane Mather, Ray Street, Anne Broom, Shelia Woodhouse, Maureen Birrell, Tony Bartlett,

APOLOGIES:

Andrew Turnbull

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 over the past year, during which time we have held 3 zoom meetings, in July, November and April.</p> <p>In August, Amanda retired, and Ben stepped into her role as Practice Manager. He is now supported by Jade.</p> <p>This past year we have recruited 3 new salaried GPs and a PCN Paramedic.</p> <p>We are now distributing the Patient Newsletter in both Bovey and Chudleigh Libraries, Community Centres and pharmacies. In particular Pam thanked Ray for his work in producing our patient newsletters.</p> <p>Improved Access and Extended Hours have now resumed from April 2022. Riverside Surgery holds an Improved Access surgery every Monday evening. An evening surgery is also held on every other Wednesday evening. Weekend appointments are now available at the hub, Albany Surgery in Newton Abbot, and are bookable via reception.</p> <p>Face-to-face appointments have now restarted, and all appointments are bookable via SystmOnline.</p> <p>We have had regular updates on patient list size, last year it was 14,580, the most recent recorded list size was 14,777.</p>	

	<p>Pam thanked Dr Ward for his support in attending our meetings and all the practice staff for all their hard work during the past year.</p> <p>Finally, Pam thanked Ben and Jade for their support.</p>	
3.	<p>Election of Officers:</p> <p>Chair Pam Tuckett was nominated for Chair, endorsed by Ray Street and Jane Mather. It was noted that Pam is only willing to do Chair for one more year then, she will step down. Sally mentioned that she hadn't heard from Michael Benson since he stepped down 3 years ago and will ask what his position is and whether he'd like to re-join the PPG at this stage.</p> <p>Vice-Chair Due to the sudden nature of Rod's absence, it was agreed that Ben will do a welfare call, as no core members had any contact from Rod recently. In Rod's absence, Megs Kiddle was nominated for Vice-Chair (and will be willing to step down should Rod wish to continue), endorsed by Sally Titchener and Tony Bartlett.</p> <p>Secretary With no nominations received, Ben Bishop agreed that this role would stay at Practice level.</p>	<p>Ben to do welfare call to Rod Wallace</p> <p>Sally to speak to Michael Benson</p>
6.	<p>Open forum:</p> <p>All members felt that we should be doing more to make the PPG Core Group membership more representative of the full patient base. Both in terms of Tower House & Riverside but also age groups and other demographics. It was agreed that the PPG Core Members would write an article to go into the next newsletter explaining the purpose of the PPG and what they are looking to achieve.</p> <p>It was also agreed that Andrea would be a great signpost in helping to push involvement with the PPG. Ben will invite Andrea to the next core group meeting.</p> <p>Anne suggested it might be worth looking back at previous notes to see who was attending then and aren't now.</p> <p>It was noted that the surgery gets good engagement through our Facebook page, we currently have 970 followers and we follow/post on "What's on Bovey" and "Spotted Chudleigh".</p> <p>It was noted that the meetings being during working hours may be a barrier for younger/working people.</p>	<p>Ben to invite Andrea to the next core group meeting</p> <p>Jade to do write up of GP leads for newsletter</p> <p>Ben/Jade to update telephone message</p> <p>Jade to check online booking slot types</p>

	<p>It was suggested that perhaps the PPG should have a stand at the local fair/carnival to help publicise the PPG.</p> <p>It was agreed that a piece would be written for the next newsletter regarding what specialities the GPs take lead in.</p> <p>It was agreed that having Dr Ward present at every meeting would be beneficial and that his presence tonight was missed.</p> <p>It was noted that the telephone message had not been updated yet to reflect the new appointment changes. Ben/Jade to action.</p> <p>It was also noted that when booking appointments online, they are not correctly defined as telephone or face-to-face slots. Jade to check.</p>	
6.	The Chair thanked those for attending and the meeting closed at 19:50pm.	

Signed:..... Chair

Date: