

ANNUAL GENERAL MEETING
Riverside and Tower House PPG

Date:
Tuesday 27th February 2018

Time:
10.00am

Venue:
Tower House Surgery,
Chudleigh

PRESENT:

Core Group:

Michael Benson (Chair), Amanda Coleridge (Secretary/Practice Manager), Dr Paul Russell, John Northcott, Sally Titchener, Ray Street, Pamela Tuckett, Alana Gunbie, Carol Ramsay, Julie Turner, Michael Turner.

APOLOGIES:

Apologies were received from Rachael Cameron, Rob Dixon, Anne Broom, Jane Mather & Sheila Brooke.

Item:	Subject:	Action:
1.	Michael, the Chairman, offered a warm welcome to all those present and new members Julie & Michael Turner were introduced to the Core Group.	
2.	The notes of the meeting held on 12 th December 2017 were approved and signed by the Chair.	
3.	<p>Matters arising:</p> <p>Automatic Doors at Tower House – Funding had still not yet been identified despite approaches to many funding streams. Alternative avenues were being pursued by Sally Titchener including the Ugbrooke Trust and via Councillor Mike Joyce.</p> <p>Devon Carers Update – Sally Titchener had arranged to attend the next meeting at the Cromwell Arms in Bovey Tracey on 7th March to raise awareness of the PPG and to gain patient feedback from the Carers group.</p> <p>New Model of Care update – The Integrated Care Organisation (ICO) continue to meet with key stakeholders to ensure the new model of care continues to evolve within the locality. A member of the PPG and the practice attend these meetings. The practice is keen for the ICO to work with the Town Council and Bovey Community Care to develop a community health and wellbeing information centre, similar to that established in Teignmouth Hospital by Volunteering in Health.</p>	

4.	<p>Standing Item: Issues raised by members of the PPG: The access to disabled parking bay at Riverside Surgery had been raised by a patient due to other patients blocking the access from the main car park to the inner car park by parking in the access space. Following much discussion it was agreed to:</p> <ol style="list-style-type: none"> 1. Include an item in the next Patient Newsletter asking patients not to block the access. 2. Consider signage on the wall adjacent to the access - "Do not obstruct" 3. Consider 'yellow box' marking on tarmac when car parking markings next due for painting. 4. Consider marking on tarmac at main car park entrance – "For surgery use only" when next due for painting. 	
5.	<p>Standing Item: To review patient feedback about the services delivered by the practice:</p> <p>Friends and Family – 29 responses in January with many very positive comments about the staff, there was some concern about the wait to see your own doctor. (Recognised this is a national issue and the practice is implementing a number of strategies to try and improve access - see item re improving practice questionnaire below).</p> <p>Suggestion Box – There were no comments in the suggestion box since our last meeting but comments was made the boxes are not very obvious.</p> <p>NHS Choices – There had been no comments on NHS Choices since our last meeting.</p> <p>Improving Practice Questionnaire – The results of this patient survey had been distributed to all Core Members prior to the meeting. Of note, the practice had maintained its patient satisfaction score (74%) since the last survey in 2016 (74%), and the previous two years (2015 -70%, 2014 - 66%). This was a positive result in light of the increasing demand on general practice and the pressures on funding within the NHS. The lowest scoring area related to appointments.</p> <p>The practice is working on a number of initiatives to try and improve access to appointments:</p> <ul style="list-style-type: none"> • Increase GP capacity from June 2018 within resources available (funding is allocated to primary care on a weighted population formula with greater weighting for deprivation than elderly. This puts pressure on our funding due to the high life expectancy and relatively low deprivation in our practice area). • Embargoed appointments since Jan 2018 at 2, 5, 7 & 10 days to improve flow. • Strategy in place to reduce DNA's • Promoting online access to book and cancel appointments • Raising awareness for self-help and how to access 	<p>The practice will improve the location and/or signage.</p> <p>A working group was formed to review the survey and all the comments and then report back to the Core Group.</p>

	<p>alternative services</p> <ul style="list-style-type: none"> • Implementation of Health Navigation in April 2018 • Implementation of e-consult in April 2018. 	
6.	<p>Standing Item: Sally fed back from the Patient Participation Locality Forum. The PPG Survey had been discussed and had previously been circulated to our members.</p> <p>There was concern about the future of the Forum and the withdrawal of support from Jo Curtis (CCG Patient Experience) due to time/funding pressures and the CCG having other organisational structures in place for patient engagement. The PPG felt the forum was an important channel of communication.</p> <p>Sally explained the changes proposed to the leg ulcer pathway and the PPG supported these changes to standardise the delivery of safe, high quality care in a locality clinic setting. See item 9 for details of proposal</p>	ST to feedback to the CCG.
7.	<p>Facebook Report by Rob Dixon had been circulated prior to the meeting. This is an excellent channel of communication and whilst the number of page followers is slowly rising we need to try and increase the reach with our younger and male patient groups.</p>	MB & AG willing to visit meetings of any local organisations to raise awareness.
8.	<p>Feedback on new appointments system Access to appointments continues to be the main theme of patient feedback and the practice is implementing a number of strategies as detailed in 5. above to try and use our appointments as effectively as possible.</p> <p>In January 2018 the practice introduced a number of ‘embargoed’ appointments at 2, 5, 7, & 10 days to try and improve the flow of appointments and increased the number of face-to-face appointments (by reducing the number of telephone appointments). There was a discussion about the long wait to see particular doctors and whilst we encourage patients to see the same doctor for continuity of care and chronic illness, acute illness can be managed by any doctor and they will have access to the full patient records. As far as possible the practice equalises the number of patients with each named doctor.</p>	Agreed to include an article on appointments and continuity in the next Patient Newsletter
9.	<p>Update on leg ulcer pathway – Discussed as noted above. See link to full proposal. ..\2018.02.15 - Leg Ulcers NA PPG.pptx</p> <p>Extended Access – The Department of Health have brought forward the implementation date from 1st April 2019 to 1st October 2018.</p>	

	<p>The practice (as part of Newton Abbot Federation) is having ongoing discussions with local practices and the CCG about how this may be delivered across the locality.</p> <p>Health Navigation – Staff training is currently underway with some PPG members supporting the role play. The practice is looking to implement the first module around joint pain in April 2018. There will be comprehensive patient communication distributed in due course.</p> <p>e-consult – The practice is part of tranche 2 roll out and looking to implement in April 2018.</p>	
10.	<p>Dementia Friendly Practice – Alzheimer’s Society Michael Benson had made contact with the Alzheimer’s Society with a view to carrying out a dementia friendly GP practice walk through. Any PPG member with a particular interest in this area should contact Michael to get involved in the walk through. It was also noted the Purple Angel is another organisation raising the awareness of dementia.</p>	Interested members to contact MB
11.	<p>The PPG is keen to develop links with other organisations within the locality to raise awareness of the PPG and how to access services available to patients to improve their health and wellbeing. We already have links on the PPG with Riverside Befrienders, Volunteering in Health, Bovey Futures and Carers but would like to extend this to include League of Friends, Bovey Community Care, Youth Centres, Mum and Toddler Groups etc.</p> <p>John Northcott mentioned the Community Groups Festival on Saturday 10th March organised by Bovey Futures. John agreed to include PPG literature on his stand at the event unless a member of the PPG was available to attend in person. If anyone is interested please contact Amanda</p>	<p>MB is happy to attend meetings of organisations to spread the word.</p> <p>AC to ask for any volunteers and if not, supply JN with some literature.</p>
12.	<p>Date of next meeting:</p> <p>Monday 14th May at Riverside Surgery from 5.00pm – 7.00pm</p>	

Signed:..... Chair

Date: