

Meeting of Riverside and Tower House PPG

MINUTES

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| Date:<br>Tuesday 15 <sup>th</sup> August 2022 | Time:<br>10.30am | Venue:<br>Tower House |
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**PRESENT:**

Ben Bishop (Practice Manager), Jade Medlyn (Practice Manager's PA), Andrea Nicol (Social Prescriber)

Pam Tuckett (Chair), Rod Wallace (Vice chair), Michael Benson, Megs Kiddle, Ray Street, Jane Mather, Tony Bartlett, Sally Titchener, Carol Ramsey

**APOLOGIES:**

Ben Ward, Maureen Birrell, Shelia Woodhouse, Anne Broom & Janet Cooper

| 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 26 <sup>th</sup> April 2022. | Pam signed the minutes. |
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| 3. | <p><b>Matters arising:</b></p> <ul style="list-style-type: none"> <li>Action points from previous meeting reviewed, nothing outstanding.</li> </ul> |  |
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| 4. | <p><b>Guest Speaker – 10:45am – 11:15am</b></p> <ul style="list-style-type: none"> <li>Social Prescriber – Andrea</li> </ul> <p>Andrea joined the Practice in January 2020. To begin with she was the only Social Prescriber within our PCN, but now she has 6 members in her team.</p> <p>Since January 2020, the team have supported over 500 patients over the PCN (Riverside &amp; Tower House, Kingskerswell &amp; Ipplepen and Albany Surgery). Since April 2022 the team have supported 111 patients from Riverside alone.</p> <p>The team can now take referrals externally as well as internally and self-referrals.</p> <p>The team have recently redeveloped their leaflets which are now personal to the team, including one just on our Health &amp; Wellbeing Coach, Ashleigh.</p> | <p>Jade to disseminate feedback form with the minutes</p> <p>Andrea to let the PPG know how they can best “get involved/help” the team</p> <p>Andrea to arrange some shadowing sessions for members who are interested</p> |
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|  | <p>The team offer both face-to-face appointments and telephone calls.<br/>The whole team is trained in Mental Health and suicide awareness.</p> <p>They team have a peer support catch up every week virtually to check in on each other, then hold a face-to-face meeting every 2-3 weeks. At their most recent meeting, they identified some groups of people who have unmet needs:</p> <ul style="list-style-type: none"> <li>- 50–65-year-old females who live alone, who have become isolated since lockdown</li> <li>- Young men</li> <li>- Homeless</li> <li>- Ex-offenders</li> </ul> <p>The group have set up good connections with the anxiety café in Newton Abbot Courtney Centre, Countryside Rangers and Twilight walk and talks to name a few.</p> <p>The team also offer a service to those patients who have anxiety about going to groups on their own. They will attend the first meeting with them to get them settled.</p> <p>The team are still doing a few home visits still but envisage these will stop soon.</p> <p>Andrea is looking to recruit a Care Co-ordinator next year.</p> <p>Ashleigh’s role as Health &amp; Wellbeing Coach is to offer a maximum of 6 sessions of coaching on lifestyle, weight management and long-term health conditions. She hopes to motivate the patient to make small changes to help them lead a happy and healthy life.</p> <p>How does someone get referred?</p> <ul style="list-style-type: none"> <li>- A referral is made either internally by a GP, externally or via a self-referral</li> <li>- Initial contact is made via a telephone call within 20 days</li> <li>- An initial assessment is booked for 1-hour either face-to-face or via telephone</li> <li>- The team follow up the appointment with a letter/email of resources for the patient to look over and a follow up is then booked for 2 weeks’ time.</li> <li>- Follow up call to see how the patient is doing and whether they attended any groups/resources. If not they look at what the patients barriers were. Another follow up is then scheduled 2-3 weeks down the line</li> <li>- In total the patient will get 6-8 sessions with the</li> </ul> |  |
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|    | <p>Social Prescriber. As it is completely patient led it could well be shorter than this</p> <ul style="list-style-type: none"> <li>- Once the sessions have been completed the team always ask for feedback on their service</li> </ul>  |   |
| 5. | <p><b>Practice Update:</b></p> <ul style="list-style-type: none"> <li>• <u>Breakdown of appointment capacity</u> – please see attached figures provided by Jade in the meeting. Overall, we are providing appointments for two thirds of our patients on a monthly basis</li> <li>• <u>New rota progress update</u> – going extremely well, lots of positive feedback from staff and patients. Appointments are becoming available every day for up to ten working days in advance.</li> <li>• <u>Nurse room upgrades</u> – as with the upgrades on Practice Nurse rooms 7 &amp; 8 at the beginning of the year, we are now about to update every nurse room across the two sites on a rolling rota, so they are all of the same standard.</li> <li>• <u>Expanding clinical space</u> – Jade has put together a fantastic business case on behalf of the practice in order to secure some funding from The Bovey Tracey League of Friends. We would like to use the funding to expand clinical space internally by moving some admin space around to create two new clinical rooms plus 3 new rooms on a mezzanine above the patient waiting room at Riverside. We will at some point look to expand the clinical space at Tower House next year.</li> <li>• <u>Solar panels and electric charging</u> – Jade has been collating quotes for solar panels at both Riverside and Tower House. The Partners have now approved to go ahead with a local company Rentec, owned by Alex Lyons. Riverside will be having an 8kw battery and Tower House 3.5kw to help store electricity to use when needed. Jade is also in the process of assembling quotes for electric charging ports in both surgery carparks which the Practice sees as a great incentive to be able to give to staff. Jade will update on progress at the next meeting.</li> </ul> | <p>Jade to disseminate figures from appointment capacity</p> <p>Jade to extract carers numbers for Tony</p> <p>Jade to check if carers are able to submit eConsults on behalf of patients – feedback to Tony</p> <p>Jade to update on progress of EV charging at the next meeting</p> |
| 6. | <p><b>Standing item:</b></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"> <li>• <u>HRT and prostate support (Sally)</u> – to re-agenda at a later meeting</li> <li>• <u>Improving balance of demographics of the PPG (Sally)</u> – See notes made from PPG subgroup attached.</li> </ul>  | <p>Ben to feedback re optician referral to all GPs</p> <p>Ben to invite Adrian along to our next meeting to give a Practice Update.</p>   |

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|     | <ul style="list-style-type: none"> <li>• <u>Pros and cons of seeing allocated GP each time (Sally)</u> - <b>to re-agenda at a later meeting</b></li> <li>• <u>Referrals to opticians (Sally)</u> – Sally discussed a recent personal experience of a wrong referral made by a GP at Riverside. Ben will feedback to all GPs for future learning</li> <li>• <u>Surgery based pharmacists (Sally)</u> – At the Practice we currently have 3 pharmacists and 1 technician who in the past have rotated around all our PCN practices. We have recently recruited which allows for one pharmacist (Adrian) to stay in house and to have a floating team leader (Rosie) to oversee all practices. Ben will invite Adrian along to our next meeting to give a Practice Update.</li> <li>• <u>Future of video consultations through Skype, Teams, Zoom &amp; Whatsapp (Tony)</u> <b>to re-agenda at a later meeting</b></li> <li>• <u>Concerns re: Bovey pharmacies (Sally)</u> - All pharmacies nationwide seem to be struggling at present. The Practice have raised the issue to PCN level to escalate further.</li> <li>• <u>Loss of NHS Dentistry</u> – (Alana) – Unfortunately this too is a nationwide issue. For further information please visit <a href="https://www.nhs.uk">How to find an NHS dentist - NHS (www.nhs.uk)</a> that will allow you to look for an NHS dentist or what to do in an emergency</li> <li>• <u>NHS App (Tony)</u> - <b>to re-agenda at a later meeting</b></li> </ul> |  |
| 7.  | <p><b>Standing item:</b><br/>Review any patient feedback about the services delivered by the practice.</p> <ul style="list-style-type: none"> <li>• <u>Friends and Family Test (FFT)</u> – Restarted from April 1<sup>st</sup> (now sent via text message to the patient direct with a link to the FFT on our website) – The most recent report had not been completed so Jade will report back at the next meeting</li> <li>• <u>Suggestion Box</u> – No Responses</li> <li>• <u>NHS Choices</u> – No new reviews</li> </ul>  | Jade to report on FFT at next meeting  |
| 8.  | <p><b>Standing item:</b><br/>Patient Participation Locality Forum - Thursday 18<sup>th</sup> August</p>  |  |
| 9.  | <p><b>Standing item:</b><br/>Current list size and growth from last meeting?<br/>Previous meeting (26.04.22) - 14,777<br/>As of (13.07.22) – 14,750</p>  |  |
| 10. | <p><b>Standing item:</b><br/>Feedback from PPG sub-group on improving patient feedback</p>   | Jade to disseminate patient newsletter |

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|     | <p>See attached notes – Feedback points addressed as below:</p> <ol style="list-style-type: none"> <li>1. Sally suggested that we need to review the PPGs information leaflets to ensure the information is still up to date and correct (alongside that on the website). General information on what the PPG is and what they hope to do has been added into the most recent patient’s newsletter (Jade hasn’t yet disseminated)</li> <li>2. The Friends and Family Test is a contractual obligation from NHS England so unfortunately, we are not able to change the layout. There was a discussion on whether we should make a new form, but Jade explained that we are now sending text messages to random groups of patients on a daily basis to get their feedback via the Friends and Family Test on the website. It was noted however, more information needs to be provided on the website to tell people what the test is all about.</li> <li>3. It was suggested that the Friends and Family test needs to be linked to the complaints section on the website as another source of feedback. It was suggested that we need to edit the button for the Friends and Family link to a “contact us” link for those patients who wish to provide feedback. It was also suggested that we need to add a piece regarding Friends and Family in the next patient’s newsletter which can then be shared with The Phoenix and The Messenger.</li> </ol> | <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>   |
| 11. | <p><b>Any other business:</b></p> <ol style="list-style-type: none"> <li>1. <u>Covid and Flu vaccinations being done at the surgery</u> – at present this is not known. Ben is due to have a meeting regarding this, this afternoon. So, once we have concrete information, we will share it with our patients. <i>Of note, there is a small piece about this in the most recent patient newsletter.</i></li> <li>2. <u>GP Patient Survey</u> – This survey is one of the things CQC take into account when choosing to inspect practices. Our results show 95% of patients surveyed rated their overall experience as Good or Very Good and 97% of patients rated our reception team as Helpful or Very Helpful. 99% of patients surveyed felt involved in the decisions around their treatment, felt they had confidence and trust in the professional they saw and felt that their needs were met.</li> </ol>   | <p>Jade to share GP Survey figures in next patient newsletter</p> <p>Jade to write piece on non-NHS work in next patient newsletter.</p> <p>Jade will speak to Andrea re distributing patient newsletter</p> <p>Jade to liaise with Michael when newsletters are ready to be distributed</p> |

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|     | <p>We are above the national and county average in ALL markers and are far and away the best rated practice in the Newton Abbot area.</p> <p>3. <u>Non-NHS work</u> – It was noted that patients do not understand the need for NHS providers to charge for some services. Jade will write a piece about this in the next patient newsletter.</p> <p>4. <u>Patient Newsletters</u>- It was discussed that we still need to help get our newsletters out in the public domain. It was suggested that perhaps Andrea would be able to use her internal directory of groups to help us achieve this. Jade will speak to Andrea. Michael also raised a point about getting hard copies out to local shops/businesses. He offered his help to the Practice. Jade will liaise with Michael when newsletters are ready to be distributed.</p> |  |
| 12. | <p>Dates of next meeting:</p> <p>Core Group Meeting: <b>Tuesday 15<sup>th</sup> November 10:30am at Riverside Surgery</b></p>  |  |

Signed:..... Chair

Date: .....