

CHANNEL VIEW PATIENT PARTICIPATION GROUP

5th Meeting held at Channel View Surgery at 19:00 on 11th August 2016

Present: Helen Peirce (Chair), Frank Bond (Secretary), Dominic Geldard, Elaine Corder and Claire Conway.

- 1.0 **Apologies** were received from: Sue Hedley, Barry Stevens, Stewart Sapp.
- 2.0 Helen **welcomed** the group to its 5th meeting.
- 3.0 a) **Minutes of previous meeting** were agreed with amendments to dates of flu clinics and regarding contact with Riverside and Tower House PPG.
b) **All actions arising** were cleared as shown in the text of this meeting.

4.0 **Improving Representation from all Patient demographics.**

a) National Association for Patient Participation (NAPP).

Group members could access this site using the circulated password and web address details. Membership information in hard copy was being circulated. Claire re-iterated the practice desire for a patient led group to support and improve health provision.

b) Virtual Group and Face to Face group

The drive to rationalize the various distribution lists, so that this active group could communicate successfully with both the virtual and newsletter group had been hampered by the changeover to web mail. However some 23 patients had provided a direct response, and a further attempt would be made to email the newsletter recipients, again asking for a positive response if they happy to receive further information – or become more involved – directly with this group.

We agreed that we would add a comment on the bottom of surgery letters to patients once the flu clinics are finished, as they currently advertise those on all letters.

Action: Helen to provide email text, and Claire to use her website newsletter distribution list to ask recipients for contact permission.

c) PPG members attending surgeries.

It was agreed that members of this group would attend the 3 surgeries to promote the group activities, and receive patient feedback. Previous sessions had shown that we must be more prepared, with signage advertising the date/time of these sessions displayed at the surgery well in advance, with literature available as handouts ready for the event, and a location at the surgery with sufficient privacy for patients to speak freely, yet not get in the way of the daily operation of the surgery. A first date at Channel View of Wed 7th Sept between 10:00 and 12:00 was proposed when Helen and Frank could be available with the following pre-actions.

Actions: Frank to format an A4 poster and A5 flyer in Arial font using Microsoft Publisher.

Helen to speak with Diana regarding printing and display, and the possibility of the practice providing a chair and table for the morning, positioned either beside the heart monitor, or alongside reception.

5.0 Communications

a) **Contact details** for members of the actual group were brought up to date. An email list of those who had responded (approx 25%) to the old virtual contact list was available. Contact with two patients who had expressed an interest in attending would be followed up.

Action: Frank to email details of next meeting and to ask these two contacts their preference for meeting venues in the future.

b) Website Information wrt the PPG was difficult to update, nevertheless Claire had successfully uploaded the latest Terms of Reference, copies of agreed minutes and the date of next meeting on the Channelview website under "Have Your Say". Claire would seek help for further changes.

c) Newsletter and Posters. Claire had included information on NAPP, and the PPG on the TV screen information loop at all 3 surgeries. The latest Newsletter celebrating the official opening of the new Bishopsteignton surgery had been published and circulated containing text written by Helen publicising the Participation group.

6.0 Networking with other groups

a) **Local PPGs.** Dominic had spoken with Michelle Jones the Practice Manager at the Den (Teignmouth Medical Practice PPG and League of Friends); who runs their PPG and she was very keen for someone from our group to attend their next meeting on Thursday 20th October at 3pm. It had also been indicated that the Pauline Chorley the Practice Manager from Glendevon and Riverside (Teign Estuary Medical Group) would like to attend one of our meetings.

Action: Helen agreed to make contact with both practices.

b) **Coastal Engagement Group Meeting of 20/7/16.** Frank had attended this meeting which was well attended by representatives of local PPGs, voluntary groups and providers, and led by South Devon and Torbay CCG represented by the Coastal Locality Commissioning Manager and Patient Engagement Lead. Their draft minutes and "Coastal Redesign" are now on the PPG email server. An action from the meeting is that "Future agendas to be amended to include PPG forum focused ideas".

Other items discussed at that meeting had been the progress towards establishing Dawlish Medical Unit to become a sub acute medical unit, and the changes associated with establishing a Rehabilitation Unit, and Health and Well Being centre at Teignmouth Hospital. Additionally, the Multi Disciplinary Team was now being attended daily by our doctors and there were appointments for the Well Being Co-ordinators and towards the formation of a Long Term Conditions Clinic. The Primary Care update from the CCG reported that the 5 local practices were meeting regularly and looking at joint projects, and that a bid had been submitted to look at a new surgery for Teignmouth.

Action: Frank to attend the next meeting 14th Sept 2pm at Pavilions.

7.0 Feedback on current issues from Practice and Patients

Action: It was agreed that the normal weekly rota of doctors would be made available on the website.

8.0 Forward Planning and AOB

Action: PPG members agreed to attend and help between 9am to 12, at the Flu clinics in October. Helen on 8th at Channel View, Elaine on 10th at Bishopsteignton, and Dominic on 15th at Chudleigh surgery. Vaccines should be available late September.

- a) **CCG Consultation on Improving Community based Services.** The stakeholders briefing paper, and announcement of this consultation starting 1st Sept has been provided today. Copies were circulated, and more information is available on CCG website. It was accepted that the group must study these with the additional updates expected for each locality area. These proposals particular affect the health services and hospitals around our Chudleigh surgery which is within the “Newton Abbot locality area”.

Action: PPG Members to study proposals and how the information should best be disseminated.

Date of Next Meeting: Wednesday 21st September 7pm: Channel View Surgery.