

## CHANNEL VIEW PATIENT PARTICIPATION GROUP

6<sup>th</sup> Meeting held at Channel View Surgery at 19:00 on 21<sup>st</sup> September

Present: Helen Peirce (Chair), Frank Bond (Secretary), Sue Hedley (Practice manager), Barry Stevens, Dominic Geldard, Elaine Corder, Martin Spearman and Janette Bird.

- 1.0 **Apologies** were received from: Claire Conway and Stewart Sapp.
- 2.0 Helen **welcomed** the new members Martin and Janette to the 6<sup>th</sup> meeting and together with Sue confirmed the terms of reference and nature of the group.
- 3.0 **Minutes of previous meeting** were accepted with **Actions arising** cleared as shown in the text of this meeting:
  - a) Sue asked for clarification of the item at 4.0 on previous minutes to add “a comment” on letters that were sent out from the surgery. This was a proposal to help publicise the PPG group, but not until after the imminent flu clinics had been finished, at which it was hoped we could also make patients aware of the groups activities.

**Action:** Sue agreed to consider the possibility of adding information to prescriptions etc.

b) Barry registered a concern he had heard from the “Breathe Easy” support group, asking what was happening at Teignmouth Hospital. It was noted that representatives of the CCG had offered to attend local meetings to discuss the proposals and changes for the new consultation if a group requested. – Also See item 6.

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

**a) National Association for Patient Participation (NAPP).**

The password was provided. Web address <http://www.napp.org.uk/index.html>

Circulating Membership information was passed to Martin.

**b) Virtual Group and Face to Face group**

**Action:** It was hoped that Claire would soon be able to return to work and would then use her website newsletter distribution list to ask recipients for contact permission, so that we have a single set of email contact addresses for the virtual group.

It was accepted that a face to face group of slightly more than the current 8 members would be beneficially particularly if we can arrange for the younger democratic to be better represented.

**c) PPG members attending surgeries.**

PPG members will attend the flu clinics next month. Both Helen and Frank had spoken to a number of patients on the 7<sup>th</sup> Sept. at Channel View. The feedback on the surgery practice had been good. Several patients had filled in PPG application forms, and these had been provided to the practice to register their interest.

**Action:** These new members need to be added to the virtual group email distribution list.

A subsequent session to meet and talk with patients at Chudleigh was suggested. A date at Chudleigh of Tues. 1<sup>st</sup> Nov. between 10:00 and 12:00 was subsequently proposed when Janette and Frank could be available.

**Action:** Sue to ask for a number of flyers to be printed, request some consultation brochures, and arrange for the posters to be displayed. Also, to agree with the receptionist that a small area in the waiting room could be set aside for the morning of 1/11/16.

## 5.0 Communications

a) Contact details for members of the actual group were brought up to date. These details are available under "People" on Webmail.

b) The [channelview.ppg@nhs.net](mailto:channelview.ppg@nhs.net) webmail is at: <https://portal.nhs.net/>

The password is the same as NAPP site.

c) Newsletter and Posters.

**Action:** Frank to amend the poster to be displayed at all 3 surgeries before the session at Chudleigh.

## 6.0 Networking with other groups

**a) Local PPGs.** A number of the local PPGs and voluntary support groups send representatives to the Coastal Locality Engagement Group. It had also been proposed that we send a representative to the Den PPG (Teignmouth Medical Practice League of Friends); on Thursday 20<sup>th</sup> October at 3pm. Martin stated he could be available.

**Action:** Helen agreed to liaise with Michelle Jones the Practice Manager.

**b) Coastal Engagement Group Meeting of 14/09/16.** Frank had attended this meeting which was Chaired by Barrie Behenna (Dawlish PPG) and attended by representatives of 4 other local PPGs, Volunteering in Health, Alice Cross Centre, Community Hospital service managers, and staff from South Devon and Torbay Clinical Commissioning Group. The newly appointed Well Being Co-ordinators were able to provide examples of the work they were doing helping patients to become more involved in the community and to help themselves through to recovery. The Multi Disciplinary team (Replacing LMAT) based at Teignmouth Hospital was Improving care support for the community, and now had regular input from local doctors. Representatives were not pleased that the Rehabilitation beds at Teignmouth proposed in earlier consultation, were not getting off the ground, and it was stated that nothing more would happen until Phase 4 of the plan. Similarly the Long Term Conditions Clinic proposed to reduce the number of different consultants and medical staff that a patient has to see, was stalled awaiting a clearer referral strategy. The Primary Care update re-iterated that a bid had been submitted to look at a new surgery for Teignmouth. The Next meeting will be announced for November. Janette asked if there was any provision for end of life beds – the documents do not mention this specifically.

**c) CCG Consultation on Improving Community based Services.** Stewart had sent his apologies for this meeting but had been able to attend the Chudleigh Public Meeting. His comments were presented at the meeting and the text is appended.

A copy of “Re shaping community-based health services” titled “Into the future”, and a paper copy of the consultation questionnaire is available. Further copies will be obtained. Meanwhile the Newton Abbot locality proposals are available on the SDT CCG website as is the online questionnaire.

At the Coastal Engagement Mtg mentioned at 6b, the proposals were discussed as was the series of public meetings and the consultation process. The format is similar to that already being put into action for Teignmouth and Dawlish, and press announcements today suggest this pattern is to be repeated in East Devon later this year. A number of community hospitals will close, with a significant reduction in beds, but with promised improvements of care in the community. The Teignmouth delegates at the coastal group meeting expressed concern that some of the changes in community care have not yet been provided.

**Action:** PPG Members will consider the new consultation proposals with a view to making individual returns, but also with the intention of submitting an agreed response to the questionnaire from the group.

#### **7.0 Feedback on current issues from Practice and Patients**

Notices in the waiting room and on the web site now provide the normal rota of doctors, to aid patients, who wish to see a particular doctor.

Dominic asked if there were any matters raised directly with the surgery. Sue reported that there is a suggestion box, and comments have been received with respect to magazines, brochures and music available in the waiting room. The costly performing rights issue, had meant that music was limited, but Sue agreed to look at what was available. It was mentioned that the reception desk was rather high, and also that on occasions the booking in PC didn't function. These matters would be kept under review.

#### **8.0 Forward Planning and 9.0 AOB**

In view of the current Public consultation which continues until 23<sup>rd</sup> November, it was thought appropriate to hold the next meeting at Chudleigh. In advance of this PPG members will attend the Chudleigh surgery with information about becoming more involved through the PPG. Paper copies about the consultation, will be available.

**Date of Next Meeting: Friday November 4<sup>th</sup> 2.30pm at Chudleigh Surgery.**