

## CHANNEL VIEW PATIENT PARTICIPATION GROUP

7<sup>th</sup> Meeting held at Chudleigh Surgery 14:30 on 4<sup>th</sup> Nov. 2016

Present: Martin Spearman (Deputy Chair), Frank Bond (Secretary), Barry Stevens, Stewart Sapp, and Bill Stanyon.

1.0 **Apologies** were received from: Helen Peirce, Janette Bird, Sue Hedley, Claire Conway and Dominic Geldard. Elaine Corder has stepped down from this group, but wished to keep in contact via the Virtual group.

2.0 Martin **welcomed** the group and the members introduced themselves.

3.0 **Minutes of previous meeting** were accepted.

3.1 **Actions arising:**

**Continuing Actions:** Reference previous mtg. Paras 3a, 4b, 4c:

Sue to consider the possibility of adding information regarding the PPG to prescriptions.

Claire to use the newsletter contact list to ask recipients for contact permission from this group.

Surgery to add to the virtual list the new contacts that had registered an interest in the PPG on 7<sup>th</sup> Sept at Channel View, and at Chudleigh on 1<sup>st</sup> of November.

All other actions cleared.

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

**PPG members attending surgeries to recruit virtual and face to face group numbers.**

PPG members attended the recent flu clinics at each surgery. Both Janette and Frank had spoken to a number of patients on the 1<sup>st</sup> November at Chudleigh Surgery and raised the profile of the PPG by distributing flyers and reminding patients about the on-line public consultation. Several patients were not aware of the proposals, nor the questionnaire deadline. Brochures on the consultation were made available. The feedback on the surgery practice was good with comments of "Outstanding Service", "Everyone is lovely", "It's as good as it gets", with only one patient indicating a long wait to be seen, and another voicing the view that the decisions about the consultation proposals had already been made.

5.0 **Communications**

a) See continuing action re: the need to amalgamate all virtual contacts onto a single listing to improve the groups ability to disseminate information.

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

Frank agreed to circulate these details with the password again.

c) Newsletter and Posters.

Posters and flyers, and copies of the consultation document were made available in the surgeries.

## 6.0 **Networking with other groups**

**a) Breath Easy.** Barry reiterated the strong concerns he had heard from the “Breathe Easy” support group, with regard to the changes to local hospitals. Our group considered that their best course of action was to speak with the South Devon and Torbay CCG directly. Similar concerns had been raised by all PPGs at the last Coastal Locality Engagement Meeting.

**b) Riverside PPG.** Stewart and Bill had contact with the Bovey Tracey Riverside and Tower House PPG, which send a representative to the Newton Abbot Locality meetings. They agreed to approach their contacts with a view to either inviting a representative to our January meeting, or attending their next meeting.

**Action:** Stewart and Bill to make contact with Riverside and Tower House PPG.

**c) Den PPG.** Martin had been able to attend the Den PPG (Teignmouth Medical Practice League of Friends) on 20<sup>th</sup> October. He reported that the meeting had been chaired by the Practice Manager Michelle Jones, and had discussed a number of issues, Viz, seeing your own doctor, using new online technology, the Pharmacy available at the surgery, Doctors duties and annual leave, Volunteering in Health participation and training, the recent low uptake for flu jabs, and the plan to merge surgeries.

The group discussed the use of pharmacies to reduce doctors workload, with the cautions that they do not have full patient details or medical history, nor the time in a commercial environment nor the same qualifications or experience of surgeries, balanced against the positives that they can help with minor ailments, are accessible for longer hours and prescribe on the spot. The latest news is that pharmacy funding has just been cut, reducing outlets with a likely impact on rural areas.

The merge of surgeries and relocation to an out of town centre venue had also been discussed at the recent locality meeting, where it had been indicated that the merge did not include Channel View.

### **d) CCG Consultation on Improving Community based Services.**

PPG Members had provided comments on the consultation proposals in advance of the meeting with a view to submitting an agreed response to the questionnaire. Patients at the surgery meetings had also given their views and the meeting quickly agreed responses to the tick boxes on the questionnaire, and discussed how to enter the various comments on the form. The volunteer members present agreed that a completed questionnaire be circulated to all members in draft form. If this could be accepted it would be submitted. Individuals would also make their own responses on line. The deadline is 23<sup>rd</sup> November.

**Action:** Frank to compile the draft response and circulate to all members.

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

A mainly positive response had been received from patients in the surgeries. (See Para 4)

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

The South Devon and Torbay have announced a further meeting on the Consultation for Wednesday 16<sup>th</sup> at 14:00 in Newton Abbot, and have asked for local medical staff and PPG groups to register if they wish to attend. The CEO of our NHS Foundation Trust and the CCG Chief Clinical Officer will be on the panel. It was considered that we should send a representative.

**Action:** Following the meeting Helen has agreed to attend and asks for our views.

**Date of Next Meeting:** Thursday 5<sup>th</sup> January 2017 at 3 pm.

Frank Bond November 2016