

## CHANNEL VIEW PATIENT PARTICIPATION GROUP

8<sup>th</sup> Meeting held at Channel View Teignmouth 5<sup>th</sup> Jan 2017

Present: Helen Peirce (Chair), Claire Conway, Martin Spearman, Frank Bond (Secretary), Barry Stevens.

- 1.0 **Apologies** were received from: Stewart Sapp, Bill Stanyon, Janette Bird, Sue Hedley, and Dominic Geldard.
- 2.0 Helen **welcomed** the group members.
- 3.0 **Minutes of previous meeting** were accepted.
- 3.1 **Actions arising:**

### Continuing Actions:

Claire and Helen will look at adding information to prescriptions regarding the PPG.

Claire now has a list of newsletter and virtual member contacts, which will be compiled so that the PPG can have the ability to email members.

Stewart had reported that he is in contact with members of the Tower House PPG and would hope to liaise nearer the time of their next meeting. Claire had heard from Amanda at the practice that they would be happy for representatives of the two PPGs to meet.

All other actions cleared.

- 4.0 **Improving Representation from all Patient demographics.**
  - a) **NAPP** Martin returned the NAPP membership documentation for further circulation to members.
  - b) **Virtual and Face to Face groups** Claire is now in a position to set up email distribution lists for the two groups.
- 5.0 **Communications**
  - a) **Website** Claire had updated the website with copies of the groups minutes. Claire agreed to look at the wording describing the two versions of the "Sign up for our PPG" on the web to clarify that one is available for online applications, and the other as a printable version.
  - b) **Email** NAPP continue to provide e-bulletins via email as do the Patient Association.
  - c) **Newsletter** Claire has just issued the latest quarterly Newsletter, and Helen agreed to compose some text to promote the PPG for the next issue.

**Action:** Helen agreed to provide text for next Newsletter, and a few words for prescriptions

## 6.0 Networking with other groups

**a) Teignmouth “Hospital Hub”.** Claire was able to report Dr Raby’s availability to talk to us about his involvement in the MDT and about primary and community care changes centred on Teignmouth Hospital. The group agreed to hold our next meeting in Chudleigh at 7pm Feb 16<sup>th</sup> when he could attend.

**b) Local PPGs.** Martin re-iterated his interesting contact with the Den PPG, and the group discussed the suggestion that all of the local PPGs should come together and meet as a Town PPG. Helen would speak again to her contacts at Glendevon. Frank indicated that we should approach the other regular PPG representatives, from both Teignmouth Medical practice and Teign Estuary at the locality meeting. The Coastal Locality Commissioning Manger had reported on the successful bid to move forward with the merger of three of the practices in the next 2 years, and that locations outside of town had been identified. Claire indicated that we are also on board with the benefits that a joined up approach could provide, with different practice staff now meeting regularly, and believed this surgery, was well placed to retain a presence within the town itself. This was certainly good reason for the PPGs to occasionally meet together to discuss such matters.

**Action:** All members to encourage their contacts to consider a town patient participation meeting.

**c) Consultation on Improving Community based Services - Helen** The PPG group had submitted a joint response to this questionnaire which affects the Newton Abbot locality and a copy of this is on the email server. No response or consultation outcome has yet been received. Helen had attended the Newton Abbot Mtg of 16<sup>th</sup> Nov., just before the closing date for this consultation. She indicated that the tone of the meeting, with an upfront admission that the CCG have to save money, was preferable to the complexities of the consultation paper in trying to focus on community care improvements. The CCG had made the point that our Teignmouth (Coastal locality) area had made great progress following its own consultation and it was hoped we can learn more about these achievements at our next meeting.

**d) Coastal Engagement Meeting of 23/11/16 – Frank** At this meeting a short film featuring the local achievements had been shown, which included the establishment of the Multi Disciplinary Team (MDT) based at Teignmouth Hospital which Dr Raby attends, and case studies from the new Health and Wellbeing team. They are also trying to establish an information hub in the spare area at the hospital. The operation of the Minor Injuries Unit (MIU) at Dawlish is also providing a boost to local health with shorter A&E waiting times during their extended opening hours than is normal at the main hospitals, and beds that can support local people much nearer their homes, friends and relatives. These beds are providing greater flexibility on the length of hospital stays. However they had no applicants for their proposed radiographer post. Teignmouth hospital was also expected to have a Long Term Conditions Clinic (LTC), but the CCG are struggling to agree a referral process. The PPGs had previously requested details of how outcomes are to be measured following these new models of care. The Chair of the locality meeting is writing to Mairead McAlinden regarding the concern over the progress towards establishing Rehabilitation beds at Teignmouth.

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

**a)** The group discussed the use of pharmacies at the previous meeting and their access to limited personal details in the high street venues. Channel View is pleased to have a pharmacist working at the surgery. However, the group discussed again the dangers which can occur when pharmacies, non medical support workers and volunteer agencies undertake work without full knowledge of the patients medical history. Similar concerns had been raised by all PPGs at the last Coastal Locality Engagement Meeting. The surgery uses "System 1", and also allows patients to "opt in" to permit their medical records to be available on line. Members were asked to consider how the situation might be improved.

**b)** Barry raised an issue which had come to his attention regarding parking at the new Bishopsteignton Surgery. It followed an incident because it is very difficult to park in the village, and with the shared drive with the neighbouring property there is very little space at the surgery. It was noted that none of the local surgeries have any public parking, and have only a very limited amount for staff parking.

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

**Date of Next Meeting: 7 pm Thursday 16<sup>th</sup> February 2017 at Chudleigh surgery.**

Frank Bond January 2017