

CHANNEL VIEW PATIENT PARTICIPATION GROUP

12th Meeting held at 7pm. Channel View Surgery 6th July 2017

Present: Helen Peirce (Chair), Martin Spearman (Deputy Chair), Claire Conway, Frank Bond (Secretary), Dominic Geldard, David Parsons.

1.0 Introductions and Apologies for Absence.

Apologies were received from: Barry Stevens and Sue Hedley. Members introduced themselves for the benefit of David Parsons who was joining the group.

2.0 Minutes of Previous Mtg. 11th May 2017.

Minutes of previous meeting were accepted after correction of a spelling error.

Continuing Actions from earlier Meetings.

1. The "PPG" strap line would be added to prescriptions, and standard letters going out to patients. (CC)
2. A single list of email addresses of our 40+ virtual members was being arranged. (CC & FB)

Actions outstanding from last Meeting.

3. Para 3.2 refers: Claire continuing to get Newsletter and Virtual lists up to date. (CC)
4. Para 4.1 refers: Frank continuing to liaise with Bovey/Chudleigh PPG group, inviting a representative to our meeting. (FB)
5. Para 5.1 refers: Claire had changed telephone answer msg., but still to liaise with Diana re notices in waiting room (MS to help), with coat hooks and labels on bins (DG to help).
6. Para 5.3 refers: Claire to confirm Bishopsteignton availability for a date for members to visit the surgery. (CC)

3.0 Communications

3.1 Circulated Information was available on the Email Server- channelview.ppg@nhs.net, Notable emails include Information on the Health Fair and SDTCCG's AGM on 22nd June, and advance info on Living Options event of 16th July at Exeter, Northernhay Gardens. Patient Participation Update Reports and copies of Coastal group minutes are also available to view.

3.2 Claire reported that our subscription to NAPP had been renewed.

PMN: Please note that both Email Server and NAPP website passwords have been changed.

4.0 Networking with other groups

4.1 Martin reported from the **Coastal Engagement Meeting 21st June**. The CCG continued to promote the successful operation of the Hub based at the old Teignmouth Hospital. They were pleased with the improvements made available to local patients through the MDT. The Coastal Information Centre at the hospital was available, and will be officially opened on 15th July by Dawlish and Teignmouth Mayors. Volunteering in Health are involved in the organisation. They were asking for more volunteers at the centre to "meet and greet".

Action: Martin to liaise with Volunteering in Health regarding a message we could circulate.

The Hospital League of Friends had indicated further financial support might be found.

Also, it was suggested that laptops be provided for the doctors to work outside the surgeries, and that they intended that all GPs would be on the same telephone system.

Martin reported the CCGs statement of a "Collective Desire" for the 4 local practices to work more closely, and in particular on comments by Vanessa May to have a single Teignmouth

practice based at a new site. Funds (in excess of £1m available till end 2018), had been earmarked to look at sites, one possible site could be at the hospital, but other sites (Viz: close to Morrisons, Bishopsteignton, Eastcliff carpark, rear of railway station) were being considered.

Frank agreed that joint working and pooling of resources of some surgeries would be beneficial, but that collocation of surgeries at an out of town site, would not please all patients in the area.

There had been discussion on the Rehabilitation beds to be introduced at Teignmouth Hospital this year which had been promised as Phase 4 of the recent public consultation. There was a consideration that if Care in the Community worked well that such a facility might not be necessary, although it had been noted that this was to be agreed with doctors, and might have to be put out to consultation again.

From his connections with Torbay and South Devon NHS Foundation Trust, David Parsons reported he had heard recently that continuation of the Teignmouth Hospital site had been brought into question.

Action: Claire was asked to obtain the practice view on these matters.

4.2 Martin confirmed that Barry had attended the **MDT Project Group**. This considered how NHS support could be improved and streamlined when a patient has multiple health problems, handled by several different specialist teams at the same time. Barry was unfortunately unable to attend our meeting.

4.3 **PPG Group Meeting**. The group had discussed the benefits of holding a joint meeting with all the individual PPGs, and had come to the conclusion that this was not necessary at the moment. However the proposals for some practices to merge, and the benefits of joined up working were items that could be discussed at such a meeting. Perhaps more importantly if the collocation of practices and choice of a new out of town site, became a strong possibility, such a meeting at Patient representative level should be arranged.

5.0 **Feedback on current Issues from Practice and Patients.**

5.1 Third Party re-orders for Prescriptions: Claire indicated that after August third parties (e.g. high street chemists) would not be able to automatically re-order repeat prescriptions on behalf of their customers. There were a number of other methods that patients could use to re-order up to the authorised number of a repeat prescription. Re-authorisation was also done when appropriate. Claire explained that this was to prevent unnecessary re-orders and the wastage that then occurred. The group understood and agreed with the rationale. Claire stated that information explaining the changes would be going out to patients.

Action: Claire would broadcast this message to patients.

5.2 Thanks received from Patients. Helen wished to pass on comments she had received from patients commending the Service they had received from the Practice.

5.3 Claire reported on staff changes at the practice indicating that these were shown on the website.

6.0 **Forward Planning and Next Meeting.**

Date of Next PPG Meeting: 7 pm Thursday 7th September 2017 at Channel View Surgery.

Frank Bond 19th Aug 2017