

CHANNEL VIEW PATIENT PARTICIPATION GROUP

13th Meeting held at 7pm. 7th Sept 2017 at Channel View Surgery

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

1.0 Introductions and Apologies for Absence.

Apologies were received from: Dominic Geldard, David Parsons and Sue Hedley.

2.0 Minutes of Previous Mtg. 6th July 2017.

Minutes of previous meeting were accepted.

Actions outstanding from last Meeting.

1. Para 4.1 refers: Martin continuing to liaise with Volunteering in Health. (MS)
2. Para 5.1 refers: Claire to broadcast message that high street outlets would not be able to automatically re-order prescriptions in the near future. (CC)

3.0 Communications

POST MINUTE NOTE Both NAPP and E-Mail passwords have changed.

3.1 Claire had indicated 25 July as a suitable surgery visiting date, and Martin had then spent a morning in Bishopsteignton waiting room, talking with patients and distributing information about the PPG.

3.2 8 new members that had indicated they might wish to participate at the meetings had been sent an invitation email with the venue and links to our website.

3.3 Frank reported that an email distribution list made up of 50 patients was now available. We could use this to directly address our "Virtual PPG Group". 3 other people that had expressed an interest had been sent a copy of the joining instructions so they could give their permission for their names to be added to this list. The group discussed the issue of agreed minutes to the virtual group using this technique. An alternative considered was just to provide a link to the main website, and some welcoming text to the group.

Action: Helen agreed to provide some text which could be emailed to the virtual group.

3.4 Claire had issued the August Practice Newsletter to include details of the forthcoming flu jabs. Helen had provided a message for this issue. Group members agreed to attend the flu clinics, and speak with patients about the PPG. Frank agreed to provide template posters for the waiting rooms, and a flyer to distribute, which he would ask the practice to print.

Action ALL: Frank to attend at Channel View Sat 7th Oct., 9-12, Martin and Helen to attend Bishopsteignton Mon 9th, 2-5pm and Martin to attend Chudleigh Sat 14th, 9-12.

4.0 Feedback on current Issues from Practice and Patients.

4.1 Practice View on changes to proposed services.

The practice had been reluctant to speculate on possible changes, nevertheless Helen made the point that this group must report news of any changes and be free to seek feedback from practice staff and from the patients. There were a number of issues raised at the Coastal Engagement Meeting (see para 5.1). Claire would raise the matter at the next partners meeting and would ask Dr Carlie Karakusevic if she could speak about the proposals at our next meeting. The venue will be organised so that Dr Carlie Karakusevic can speak at the start

of our meeting and be arranged on a date before the next scheduled meeting with the CCG of the 18 October.

Action: Claire would ask the doctor, and the meeting date would be fixed accordingly. (CC)

PMN: Next Meeting 12th October at 18:30

4.2 Patient Feedback in response to newsletter request.

One email received from a patient noted that to ring and request a call back from a doctor by phone at work raised confidentiality issues, and this was compounded by having to respond to the doctor when they called back and she was still in a work environment. The problem was raised with the practice and Claire provided a solution which was subsequently emailed to the patient. The solution was that the surgery can accept requests for contact from a doctor online, and that the patient can propose a time slot when they will be free to receive the call – including some early evening slots.

A second email from a patient suggested that having an email address for routine non urgent questions, might relieve the workload on medical staff. Claire was asked for advice and was able to provide such an email address shown on the website. The patient was advised but he pointed out that the web site is not clear about the use of this email contact point. The group decided to ask the practice if they would look to clarify the wording.

Action: Claire would have a look to improve the website. (CC)

5.0 Networking with other groups

5.1 The draft minutes of the **Coastal Engagement Meeting 21st June**, had included 3 actions placed upon the PPG representatives. The following meeting of 30th August had been cancelled by the CCG, with the next scheduled meeting 18 Oct in Dawlish. The groups had been asked to discuss with other PPG members and practice staff the co-location of Teignmouth GP practices on one site, including what types of things the new site should provide. A second action asked us to feedback the need for people to meet and greet members of the public at Teignmouth hospital information centre. The final action asked for any suggestions for organisations that should be invited to the Coastal meeting.

Action: Claire had not seen the minutes and agreed to take them to the next partners meeting for discussion.

5.2 Barry was able to report on the 3rd **MDT Project meeting** concerning patients with multiple and long term health problems, and although he hadn't been able to attend he had received an update from Dr Fitts. There would be a report available in a few months.

5.3 **Local PPGs, and town meetings.** The group now had contacts with a number of the towns other PPGs, and Claire had described the meetings held with local groups including Volunteering in Health, and the CCGs contacts with the local town council. It was hoped Dr Carlie Karakusevic could give us more information on the correspondence with the town council at the beginning of the next meeting.

Barry also reported that the local group of Breathe Easy was now closing down. Breathe Easy is the British Lung Foundations support group network with other active groups in Torquay and East Devon.

6.0 Forward Planning and Next Meeting.

Frank suggested that we should review our Terms of Reference, and election of officers, as we had now been operating as a group for just over 12 months.

Action: Members to consider any amendments they might wish to propose for the next meeting.

Date of Next PPG Meeting: 6.30 pm Thursday 12th October 2017 at Channel View Surgery.