

CHANNEL VIEW PATIENT PARTICIPATION GROUP

16th Meeting held at 2pm at Bishopsteignton Surgery.

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

1.0 Introductions and Apologies for Absence.

Apologies were received from: Martin Spearman, Bill Stanyon, Dominic Geldard, and Sue Hedley. The group were sorry to hear that Martin was still suffering ill health and hoped he could re-join us soon.

Claire reported that she was leaving her current role at this practice and taking another job locally. The group wished to record their thanks for the good work she has done in facilitating the practice PPG.

2.0 Minutes and Actions Arising from Previous Mtg: 30th November 2017

The previous minutes had been circulated and agreed 7th December 2017.

2.1 Claire had updated email lists, and the introductory text Helen had produced had been circulated to all of our Virtual Group. Some members had responded - see item 4.

2.2 Claire reported that the PPG application form was fairly standard with other groups and NAPP. It was agreed to retain the current format.

2.3 The Coastal meeting planned for 13th December had been postponed, and although it was eventually held on 21st Feb. the group had been unable to attend and we had sent our apologies. Helen agreed to attend the next meeting scheduled for 0930 18th April at Barton.

Action: Helen to attend next Coastal meeting of 18th April.

3.0 Communications.

A message had been sent out to our virtual group of 60 members, asking if they wished to become more involved with the surgery or whether they had any suggestions for changes. Claire indicated that a small strap line would now be added to prescription forms to promote patient engagement through the PPG.

Claire reported that a new Newsletter would be produced in the next few days and asked if the group would like to include any text.

Action: Helen agreed to submit some text.

4.0 Feedback on current Issues from Practice and Patients.

4.1 Several patients had responded that they hoped to attend the next meeting, and Bill Stanyon had indicated that he could attend at Chudleigh in the afternoon. He was concerned about the large number of homes being built in Chudleigh and the extra load on doctors' services.

4.2 A patient had praised the Bishopsteignton surgery and asked for further information on the availability of nurses at the surgery that could advise on cardio vascular and Leg Ulcers. PMN. Claire later confirmed that a nurse is available each day at the surgery.

4.3 A request had been made to look into the spread of appointments that could be booked online, without the need to telephone the receptionist – which some patients have stated they find difficult. Claire reported that although the facility was available, there were two problems. The first was that limited appointments could be allocated this way. The second was that the web-based system was not flexible and currently always gave the impression that appointments could be made for a week in advance.

Claire agreed to investigate if the number and dates of appointments could be increased, and also to ask if the web software could be changed.

Action: Claire to look into number and dates of appts that can be booked online, and the messages displayed on the website.

4.4 Barry noted that his chemist was now telling him that they needed 3 days to order/service a prescription for him. This was in addition to the 2 days turnaround at the surgery. It was thought that this unacceptable delay might be associated with the change in the way all repeat prescriptions are now ordered through the practice.

Action: Helen agreed to do a straw poll of all the local chemists and report back.

5.0 Networking with other groups

5.1 Coastal Engagement Group. An individual member from each of the town PPGs had been invited to a meeting convened by the CCG to look at the colocation of doctors at a new site in Teignmouth. Helen had attended, but due to the nature of the meeting was not permitted to divulge any detail at this early stage. The meeting all agreed that information needed to be released to permit patient involvement and stem damaging rumours.

5.2 Integration and Impact of New Care model in Coastal Area.

Dr. Felix Gradinger, as the researcher in residence (Integrated Care) for the South Devon Hospital Foundation Trust, had asked to make one of the Coastal Meetings an "Observation" as part of his analysis work. Barry had also spoken to him about his research into the MDTs work concerning patients with multiple and long term health problems, for which Barry had been involved as a participant. Barry agreed to ask Dr Gradinger if he would speak at one of our meetings.

PMN Dr Gradinger has agreed to talk at the beginning of our next meeting at 6.30 on 18th April.

6.0 Forward Planning

6.1 Terms of Reference review.

Proposed amendments to the ToR are:

- 1) Honorary officers should be proposed and nominated by a majority from a quorum of the face to face PPG group members for a period of 12 months and with a maximum term of 3 consecutive years.
- 2) Quorum: The Chair, or deputy if authorised by the chair, and at least two other members of the face to face group must be present for the meeting to be quorate.
- 3) Promote better healthcare: The Group should raise awareness of, and access to, the services available through the practice and to other local support agencies.

Action: Frank asked Claire if a list of services undertaken by the practice could be made available.

Members were asked to consider and propose any additional changes.

Action: Members to consider all amendments.

6.2 Next Meeting

Date of Next PPG Meeting: 6.30 pm Thursday 18th April at Channel View Surgery.

Frank Bond 23/03/2018