

## CHANNEL VIEW PATIENT PARTICIPATION GROUP

14<sup>th</sup> Meeting held at 6.30 pm on 12<sup>th</sup> October 2017 at Channel View Surgery

**Present:** Helen Peirce (Chair), Martin Spearman (Deputy Chair), Frank Bond (Secretary), Dominic Geldard.

### 1.0 Introductions and Apologies for Absence.

Apologies were received from: Barry Stevens, Bill Stanyon, Claire Conway and Sue Hedley.

### 2.0 Minutes of Previous Mtg. 7<sup>th</sup> Sept. 2017.

Minutes of previous meeting were accepted.

The actual agenda was modified so that Dr Carlie Karakusevic could join the group at 7pm to discuss future changes in services. Paragraph numbering in these minutes is as the previous meeting.

#### **Actions outstanding from last Meeting.**

Para 3.3 refers: Helen agreed to circulate text which could be emailed to the virtual group. (HP)

### 3.0 Communications

Posters, name tabs, flyers and membership forms had been made available and some 130 forms had been handed out at the first two flu clinic days to prospective members. Martin would represent the group at the Chudleigh flu clinic on Saturday 14<sup>th</sup>. Completed applications would be returned through reception.

Some patients had been reluctant to provide answers to all the questions on the forms.

Dominic agreed to research what questions should be asked, and propose any changes to include an indication on the form of mandatory and desirable data to be collected.

**Action:** To review membership questionnaire. (DG)

The Channel View clinic was well organised with a stream of patients spread over the 3 hour period. The Bishopsteignton clinic had not run as well with the absence of one staff member meaning that there were queues – queues which permitted our group to talk to many patients.

### 4.0 Feedback on current Issues from Practice and Patients.

#### **4.1 Practice View on changes to proposed services.- Dr Carlie Karakusevic**

Dr Carlie Karakusevic had brought the paper describing the “Estates and Technology Transformation Fund”. £1.1M had been made available through NHS Englands scheme for Teignmouth Integrated Care to look at how the individual Teignmouth Surgeries could improve Primary Care by sharing each others skills, providing more flexibility by growth and still keep individual identities and local knowledge. A number of sites in Teignmouth for collocation had been considered as part of this forward planning. This would not change the surgeries at Bishopsteignton or Chudleigh. The extent of integration with other services and teams is also being considered in line with the joined-up hospital and community care and social care provided by Torbay and South Devon NHS Foundation Trusts - Integrated Care Organisation. Dr Carlie Karakusevic agreed to update the group following further meetings she had planned with the other town general practices.

**Action:** Practice to update PPG.

#### **4.2 Patient Feedback.**

At the clinics a number of patients had mentioned the changes to how repeat prescriptions will be ordered and the rationale for the change had been explained.

In response to a patient's suggestion the website had been updated to show an email address for suggestions and non urgent questions.

## **5.0 Networking with other groups**

5.1 The next meeting of the **Coastal Engagement Group** was scheduled for 18<sup>th</sup> Oct in Dawlish. Martin agreed to attend and respond to the action of 21<sup>st</sup> June by indicating that more clarity of the proposal for collocation was needed before staff or patients could be expected to comment. Martin had and would continue to liaise with Volunteering in Health in view of the second action from that meeting. No other suggestions to increase the size of what was already a large group were made.

**Action:** Martin to attend Coastal meeting (MS)

5.2 **Local PPGs, and town meetings.** Representatives from the other town PPGs associated with the new group of Teignmouth Medical Group (Den and Richmond surgeries) and Teign Estuary Medical Group (Glendevon and Riverside surgeries) were represented at the Coastal meeting.

## **6.0 Forward Planning**

### **6.1 Terms of Reference.**

The ToR were reviewed briefly and indicate that some thought should be placed into:

- 1) Ground rules for recruiting members, their roles, term and election of Honorary Officers, and resolution of any conflicts.
- 2) Achievements over the last year and where priorities should be placed for the coming year.

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

### **6.2 Next Meeting**

New members that had indicated they might wish to participate at the meetings would be sent an invitation and agenda prior to our next meeting. Frank suggested that minutes of the current meeting be circulated for agreement prior to the next meeting as this would allow us to have copies available in the patient waiting rooms and on the Channel View website (and to include Bishopsteignton Village website) much earlier than previously, and promote current matters.

**Date of Next PPG Meeting: 6.30 pm Thursday 30<sup>th</sup> November 2017 at Channel View Surgery.**

Frank Bond 16<sup>th</sup> October 2017