

**LEATSIDE SURGERY PATIENT PARTICIPATION GROUP
MINUTES OF MEETING**

MONDAY 5th MARCH 2018

6.00PM – 7.30PM LEATSIDE SURGERY, TOTNES

Present: **Barry Wheeler (BW) – Chair**
 Kevin Marsden (KM)
 Murray Church (MC)
 Hazel Fuller (HF)
 Katie Porkess (KP)
 Louis Victory (LV)
 Martin Randall (MR)
 Sophie Andrews (SA)

1. Welcome and Apologies

Introductions were made noted as above. Explained note taker was not present as stuck in Scotland as a result of the recent snow.

2. Surgery Update

Nurse practitioner Steve Blakeway has now started working alongside the GPs in their duty surgeries. No bookable appointments, helps with demand on the day and has managed to reduce GP pressure and duty appointment wait times.

Working closely with Caring Town Totnes on social prescribing push which allows patients to receive the best care and advice required i.e. citizens advice, gardening for health.

Working on reducing the number of DNAs (did not attend), numbers in 2017 had reached an average of 150 missed appointments per month. Improvements have been seen since the new phone system has been implemented as the IVR has a cancellation line as the first option patients here when calling the surgery. Reception answering this line is a priority of the team. Other actions taken are that the surgery writes to patients who DNA on more than three occasions over a six month period. This will also become an aim of the online access drive which will be discussed in detail later in the meeting.

3. Review of the PPG

LV set out that the role of the PPG needs to become clearer. The PPG need to have performance data to hold the surgery to account and become more involved in surveys carried out on behalf of the surgery.

BW suggested that the terms of reference are looked at in detail and reviewed at the next meeting. All agreed and a meeting was arranged for an earlier date (17th April 2018) to ensure this is not delayed further. After this has been reviewed and made less corporate the aim will be to relaunch the PPG by:

- Making meeting agendas more interesting
- Address more current issues i.e. mental health and integrated care models

- Have meetings based on specialist areas i.e. have representative from the clinical team who can provide information
- Meetings with more of a political theme for those who are interested

MC raised that patients are not interested in what is on the PPGs T&Cs they will attend if they have a personal motive i.e. wait times for own GP, why they cannot see their own GP.

4. Online Access / e-consult

MR showed the surgeries new updated website. Focuses on for main options:

- Opening
- Contact us
- Prescriptions
- Appointments

Another aim MR would like for the PPG – to get a more prominent / relevant space on the surgeries main website and also helps promote use of online access. 19% of patients signed up to the service, however only 10% actively use.

MR then demonstrated the new proposed online health navigation tool e-consult which is funded by CCG for the next three years so a great time to trial with patients. The tool sits on top of the surgery website and does not require a log in for use. All agreed this would be a great tool. It is going to be run past the partners at the next management meeting and MR will update at next meeting.

5. Boots Pharmacy

New self-care push - ? are Boots upto dealing with demand. MR reassured that this will only produce a small demand for Boots, most people will come to Leatside still as demand is so good.

6. PPG Forum Update

Meeting are often not relevant and very few areas attend. Hoping for change...will update at next meeting.

7. AOB

LV raised the concern that the turnover of staff in boots is becoming alarming.

Next Meeting: Tuesday 17th April 2018 at 18:00 – this meeting will be dedicated to reviewing the terms of reference and the PPG's statement of purpose.

END OF MEETING