

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

MONDAY 8TH OCTOBER 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)
Hilary Cooper (HC)
Martin Randall (MR)
Tristan Michell (TM)
Sophie Andrews (SA)
Louise Mitchell (LM) minutes

Apologies: Carol Zollo (CZ)

Welcome and Apologies

MR thanked the group for attending and apologies noted as above.

Vote for new PPG Chair

BW has resigned his position as Chair in readiness for anybody who wishes to put themselves forward today as new Chair going forward. MR stated that the CCG has asked for a patient participation group to be set up for each surgery to represent that surgery at CCG meetings and to act as patient representative and lead contact for Leatside management to liaise with. Nobody present at the meeting wished to take over this role. LV nominated BW and this was seconded by KP. BW was happy to continue as Chair. The group discussed having a separate line of reporting to the CCG but agreed to continue as we have been doing.

Surgery Update

Access to records (item added by LV). MR advised that all patients have a right to access their full coded record. This can be obtained by contacting the reception team and completing a form, along with photo identification. This will then go to a partner for sign off. This allows access to the electronic record through the EMIS Patient Access system.

If a patient wishes to have copies of their consultation notes the Leatside team will then have a conversation with the patient to see which part of the medical record they would like to see. Ideally this would be provided electronically or as a CD. This is a huge amount of work without any additional budget for copying/ink/staff time.

Introduction to Dr Tristan Michell

TM is the new GP Partner at Leatside having joined on 1st April 2018, replacing Dr Beverley Ingoldsby. However TM has been working with the team for the past two and a half years covering two periods of maternity leave and working on Dart Ward at Totnes Hospital.

PPG Campaign to recruit new members

Throughout the summer Leatside has done as much as possible to recruit new members but it was clear another effort was needed. MR suggested members of the group might like to man a stand in reception advertising the PPG (mornings probably being the most suitable time). The PPG were asked to organise this amongst themselves and to let MR know. It would probably be better if this was done in pairs. It was also agreed to do some special publicity for the next meeting which will be a daytime meeting. See dates below for the next meetings.

Wednesday 16th January 10.30am to 12.00pm

Tuesday 16th April 6pm to 7.30pm

Tuesday 16th July 6pm to 7.30pm

Tuesday 15th October 6pm to 7.30pm

HC advised her daughter would like to attend but would need an interpreter as hard of hearing.

10 Year NHS Plan

KP asked for an update on the 10 year NHS plan. MR advised that there is a primary care scoping event taking place this week with Sophia Christie, Chief Exec of NHS in Devon and Accountable Office for both Devon CCGs to look at how primary care will develop over the next 10 years. MR and Dr Morris will be attending to represent Leatside. MR explained that the surgery has an annual planning meeting to look at recruitment. The practice has recently employed an Advanced Nurse Practitioner who is part of the on the day duty team which consists of a lead GP, advanced nurse practitioner, clinical pharmacist for on the day medication queries as well as a duty nurse. The duty team is a recent change for the practice and gives the GP more time to see patients as part of the on the day appointment schedule. The receptionists have all been trained in health navigation which is a national programme to upskill front line staff. They will navigate patients to the appropriate clinician with a safety net in place that there is backup by a GP if needed. Average waiting time for a routine appointment is 6-7 working days with the national average at 2 and a half weeks to see a GP. Staff turnover at Leatside is very low therefore maintaining standards and continuity.

Building work

MR advised that the practice will soon be creating a new consulting room and minor injuries room, therefore ensuring enough space for clinicians to see patients.

New website development

MR explained that the practice has been given some money to help improve digital infrastructure. Each local surgery will create a new website so they will all look the same. MR is keen to hear what patients would like to see on the website. Please feedback any ideas to MR.

8am to 8pm improved access

Dr Rosie Isaac will be covering Leatside's allocated sessions, which involves weekend working from Pembroke House and additional sessions being added on a Monday afternoon / evenings here at the surgery.

Leatside patients have the option to book into a routine GP appointment at any of the Moor to Sea surgeries (Chilington, Ashburton, Buckfastleigh, Catherine House and Dartmouth) Monday – Thursday between 6 and 8pm. These appointments can be booked directly via the surgery they wish to attend and a timetable can be found in reception and on our website.

Patients also have the opportunity to book a routine appointment with a GP, Nurse or HCA at Pembroke House on Friday between 6 and 8pm, Saturday between 8am and 6pm, and Sunday between 8am and 2pm.

Flu Vaccines

This year there is a phased delivery schedule for flu vaccinations. Walk in clinics available daily between 11.30 and 12.30.

LV thanked MR for the time given by Leatside staff to the PPG meetings. It was much appreciated.

END OF MEETING