

**MINUTES OF PPG MEETING  
FRIDAY 13TH MARCH 2015  
15.00-17.00 LEATSIDE SURGERY, TOTNES**

**Present:**

**Dr Nicola Grant (NG)  
Janine Payne (JP)  
Martin Randall (MR)  
Sally Lougher (SL)  
Kevin Marsden (KM)  
Carol Zollo (CZ)  
Hazel Fuller (HF)  
Elsbeth Thomas (ET)**

**Apologies: Barry Wheeler, Victoria Teasdale, Louis Victory**

**In attendance: Louise Mitchell (minutes)**

## **1. Introductions and Welcome**

JP welcomed the group and outlined the agenda:

- Locality Commissioning Group update
- Friends and Family test
- Update on Leatside Surgery
- Any other business

JP explained that Barry Wheeler is the driving force behind this forum although has been unwell for a while but hopes to be back soon. The group members introduced themselves.

JP explained that the Department of Health have requested that every practice should have a patient forum. The purpose is to keep a link between patients and the practice to work to make things better. It is important to have an ethos of listening to what our patients say. Leatside believes our patients are important in all that we do. We have a practice of 14,000 patients spanning a 50 square mile radius.

At the last Patient Forum we looked at ways of improving our response rate to the Practice Survey. The Department of Health have now told us that we don't need to do a Patient Survey each year, the Friends and Family Test, which is used in District General Hospitals, has now been introduced into General Practice which MR the new Practice Manager will be taking us through later in the meeting.

SL asked for an update on the other points of discussion at the last meeting which were the telephone appointments service and Boots the Chemist and the current service delivered by them.

JP gave the background to the problems Leatside had with Boots which came about after the Manager of 20 years had left the service. Leatside were very clear on the

failings of Boots and discussions took place with senior managers to ensure improvements were made. There is now a new Manager in situ who has worked hard to get their systems in place and there are also two permanent pharmacists now employed in the branch.

JP explained that improvements had been made to the telephone system at Leatside however there was still work to be done to further improve this. The online booking system is now being used more which has diluted the number of patients calling in to book appointments. There is also a new telephone line for prescriptions as well as the pharmacy being able to prescribe medicines for certain conditions under the Pharmacy First scheme. For example for ear-ache, teething and nappy rash, hay fever, coughs, colds and sore throats, uncomplicated urinary tract infections, athlete's foot, eye infections. Pharmacy First has been paid for by the Prime Minister's Challenge Fund monies. SL offered to advertise this service in the Devon Senior Voices magazine. JP wasn't sure if this service is available in NEW Devon Clinical Commissioning area and will check and let SL know.

**Action Point: JP to ascertain if Pharmacy First is available across Devon, particularly in NEW Devon CCG.**

HF asked how do patients know about these services. JP replied that the television screens in surgery are full of information for patients about how to access the different services provided locally that may be used directly without the need to see a GP first; such as minor injuries at Totnes Hospital, direct referral to the mental and wellbeing teams for anxiety and depression, sexual health advice at Castle Circus Clinic, self-referral to NHS physio services and to podiatry. As well as being advertised on the TV screens there is also information in the surgery newsletters as well as in the Totnes Directory. It was also suggested we advertise these services in the library. JP stated that these are services to take the pressure off of GPs and not a dilution of the service.

**Action Point: JP to check if we can place our "Easy access to services" leaflet at Totnes Library.**

## **2. LCG Update**

JP explained that Leatside is part of the South Devon and Torbay Clinical Commissioning Group. The biggest pressure at the moment is around social care and recruiting people into the service. Devon County Council employs care agencies to deliver a framework of care as well as some private agencies. Every organisation is working on this. South Devon Healthcare Trust and Torbay and Southern Devon Health and Social Care Trust are merging to form an Integrated Care Organisation, which should enable more joined up services for users of both health and social care..

## **3. Update on Leatside Surgery**

Dr Nicola Grant updated the group on her forthcoming retirement from Leatside Surgery and explained she will be replaced by two lady doctors. Dr Jamila Groves and Dr Rosanna Berryman. Dr Groves will be doing the same hours as Dr Grant and when Dr Berryman finishes her training in August will be taken on as a Partner. Dr Grant also explained that Leatside are actively looking at succession planning three or four years ahead to ensure continuity of services for patients as we have a workforce that has many members nearing retirement

SL asked what percentage of Leatside's patients do we class as frail elderly?

JP replied that we have been targeted to look at our top 2% of our patient population who are our most heavy users of the service. We are supporting these patients and others that we have highlighted (ie. Patients with COPD, those on the palliative care register) to make sure they all have easy access to our services.

#### **4. Friends and Family Test**

MR gave a presentation on the Friends and Family Test Leatside have been running since December 2014. This is available to all patients so they can let us know their thoughts on the service provided at Leatside. This is an ongoing mechanism, not just a once a year survey. One question is asked: "how likely are you to recommend our GP practice?" This survey can be taken online or via paper copies which can be found in all consultation rooms and in the reception area. The results have been 98% positive and MR is working on key points that come through. However people giving negative feedback are not writing in the free text box so it is difficult to improve on issues if we are not told about them. SL suggested we ask the question "are there any areas you think we could improve in?"

#### **5. Dates and formats of future meetings**

Discussion was had around format, dates and venues for future meetings. It was agreed that the next meeting will be on Monday 1<sup>st</sup> June from 6pm to 7.30 at Leatside. Once we have a few more people who would like to join the forum we will have a larger meeting in September and invite speakers. Suggested speakers are Dr Rob Dyer to present on the new Integrated Care Organisation, Mr Bob Alford Chief Officer from Totnes Caring and one or both of the new Partners.

##### **Action Points:**

**JP will circulate Terms of Reference for the forum**

**LM will circulate dates for September, December and March (2016) and will confirm the June date. It was agreed that Mondays are the best days.**

JP thanked everyone for attending and for their continued support.

**END OF MEETING**