

	<p>room, next edition of Crier, local village news forums. DB to seek contacts.</p> <ul style="list-style-type: none"> ▪ TS/SG/CB to consider attendance at Bluecotes. <p>Volunteers: TS to seek guidance on the use of volunteer drivers.</p> <p>Remote Prescription Collections: TS was aware of this and will look into the feasibility of this, perhaps for use during bad weather.</p>	<p>village contacts, he will draft to circulate to them, agree distribution list with TS .</p> <p>TS reported that having spoken with the Health Visitor attendance at Bluecotes may cause a breach of confidentiality, agreed to circulate leaflets and try and enrages with a few patients from their</p> <p>Agreed this could be difficult but TS to try and organise something in preparation for bad weather</p> <p>TS reported he had made contact with Dolton P Office and will try and follow up for the next meeting.</p>	<p>Sep 18/ TS/DB</p> <p>Sep 18/TS</p> <p>Sep 18/TS</p> <p>Sep 18/TS</p>	
<p>Aims of Meeting</p>	<ul style="list-style-type: none"> ▪ To inform patients of services ▪ To provide information from the surgery ▪ To discuss ways of supporting the needs of our patients 			
<p>CGS Information</p>	<p>Staffing Update: TS reported that he will be retiring on 31/03/19, the surgery was currently advertising for his replacement and hoped to appoint by the end of July with a view to starting a handover in January 2019.</p> <p>Practice Nurse Lead Introduction: Ruth Henry introduced herself as the new lead Practice nurse, having a wealth of experience in Chronic Disease Management, having previously been a lead at practice locally.</p> <p>Clinical Pharmacist (CP): TS reported following the resignation of our</p>	<p>TS to report on progress when appropriate</p>		<p>Completed</p>

	<p>first CP, he was hoping that a new CP would be starting in July 2018.</p> <p>On Call Appointments: TS/SD advised members there will be a change to the way the surgery deals with requests to be seen by a doctor in that a trail of a daily ONCALL GP will begin in July. They explained that the surgery was extremely busy and pressure was building within the team to continue being as accessible as clinician currently are. SD advised that he wants CGS to remain a surgery that clinicians want to work for and that current pressures may jeopardise this. The surgery want to stop having to say to patients <i>“if you ring back at 0800 tomorrow we will book you an appointment”</i></p> <p>Patients telephoning in for an appointment may be asked a few more questions by receptionists to help determine patient’s needs:</p> <ul style="list-style-type: none"> ➤ where appropriate an appointment booked ➤ advised to make an appointment with their GP when they are next in ➤ patient still wishing to be seen will be directed to oncall GP ➤ GPs will limit the number of telephone calls per day <p>Chronic Disease Management: TS advised that patients with a chronic disease, excluding patients treated for diabetes on insulin and hypertension will find that they will be asked to book appointments with the Practice Nurse and no longer with their GP, the P Nurse will seek advice from their GP if they feel a GP review is required.</p> <p>Intrauterine Contraception Device/ Intrauterine System [IUD/IUS] & Sub-Dermal Contraceptive Implants: TS advised that the surgery will cease providing these services from 1st August 2018, patients will be advised to go to the Sexual Health Clinic in Barnstaple.</p> <p>Leg Ulcer Service: TS advised that the Clinical Commissioning Group had given notice on the surgery that the service will be provided by N Devon healthcare Trust wef 1/07/18. TS added that the surgery had agreed to with the trust to extend service provision until 31/08/18 to</p>	<p>Further details to follow</p> <p>TS hoped to circulate information via website, newsletter and PPG noticeboard.</p> <p>Expected to start from 1/07/18</p> <p>With effect 1/08/18</p> <p>Service to cease at CGS</p>	<p>Sep 18</p> <p>Ongoing</p>	
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	<p>support patient with the transition.</p> <p>Useful Telephone Numbers: TS circulate a leaflet with useful NHS telephone numbers and information to members.</p> <p>Annual Flu Campaign: TS reported that this year's flu campaign has been complicated because PHE have advised that the FLUAD® adjuvanted trivalent influenza vaccine should be administered to all patients over 65 years of age. The supplier has advised that each practice will receive a specified % in September/October and November, so this will put a delay on the arrangements of flu clinics.</p>	<p>31/08/18, NDHT will provide service from Torrington Cottage Hospital, further details to follow.</p> <p>TS to attach copy to minutes, also available on website</p> <p>TS to provide further details of 18/19 flu campaign towards the autumn</p>	<p>31/08/18</p> <p>Sep 18</p>	
<p>Supporting Needs of Our Patients</p>	<p>Availability of online GP appointments: TS reported that a member of the group had asked if more online appointments could be made available to patients. TS advised that this seemed a sensible request but advised that it could lead to misuse of the online facility causing more problems than it was intended to. SD added that this was only available to booking of GP appointments because arranging appointments with ie: HCA blood test are not quite so straight forward.</p> <p>Exeter/ Barnstaple Hospitals: Another member wanted to know more about the collaboration between RD&E and North Devon Hospital. TS reported that a decision by both boards was being considered in June. Some members felt this might be a positive move and help maintain service in North Devon.</p> <p>37 conditions no longer qualify for medicines available on prescription: TS was asked if this had caused any opposition, or any problems with this, from patients? He reported that he was not aware of any problems, that GPs were provided with an option to advise patient to purchase over the counter medicines when prescribing.</p>			

<p>PPG Lead Report</p>	<p>Public Stakeholder Network [PSN]: RS reported on their recent meeting, SC added that she had attended for the first time and found it interesting. They both felt if offered a voice to patients and that CCG could share their thoughts on any initiatives. Minutes of June meeting will be attached to PPG email.</p> <p>RS advised of a survey on patients experience during maternity and birth of their child.</p> <p>SC/CB talked about patients who might be lonely/ isolated within the local area with a view to spreading awareness in hope support can be offered to such patients. They reported that the Care Forum was active in trying to promote support across the community within involvement of various support groups.</p> <p>RS suggested that S West Ambulance service be invited to a meeting to give a short presentation on their service.</p>	<p>Minutes of June meeting will be attached to PPG email and added to PPG folder.</p> <p>Survey online: https://www.surveymonkey.co.uk/r/BetterBirthsinDevon TS to add to place in next newsletter.</p>	<p>Jul 18/TS</p> <p>Jul 18/TS</p>	
<p>PPG Activities 2017-18:</p>	<p>NAPP: TS reminded members that the National Association of Patient Participation (NAPP) website is useful source of information for PPGs, link https://www.napp.org.uk/</p> <p>PPG Membership: Seek engagement of a wider representation of CGS patients.</p> <p>Communications: DH/ members felt improvement had been made, PPG members encouraged to improve communication between themselves if they so wish.</p> <p>PPG Folder: Refer folder in waiting room RS keeping up to date.</p> <p>What can we do for patients: PPG membership encouraged submit ideas for discussion?</p>	<p>Ideas from PPG on how to achieve this</p> <p>Improve communication between members/ patients, ideas on gathering suggestions welcomed</p> <p>PPG help required to keep waiting room PPG information up to date.</p> <p>PPG submit topics/ suggestions</p>	<p>PPG</p> <p>PPG</p> <p>RS/PG</p> <p>PPG</p>	

Notice board	TS requested member to offer suggestions with relevant posters, if none were received, agreed he consider some options.	RS suggested information about changes to booking of appointments.	Ongoing/ PPG/TS	
Dates of Meetings 2018/19	<p>Wednesday 12th September 2018, 1730-1900</p> <p>Wednesday 12th December 2018, 1730-1900</p> <p>Wednesday 13th March 2019, 1730-1900</p>			