

**Castle Place Practice Patient Participation Group  
Minutes of Meeting Held on Monday 27 November 2023**

<b>Attendees PPG</b>	Dan Leggett (Chair), Pam Spencer, Rosa Tuffney, Fran Knight, Margaret Maltby, Dave Hutchinson and Councillor Sophia Beard
<b>Attendees Practice Staff</b>	Dr Megan Parkin (CPP GP and Clinical Lead), Annette Cook (Care Co-ordinator), Jagan Mathew (CPP IT lead - online)

Agenda item		Action
<b>1 Apologies for absence and introductions</b>	<p>Apologies had been received from Linda Chalmers.</p> <p>Councillor Sophia Beard was introduced as an independent councillor for Tiverton Town Council. She was also Chair of Business Partnership for Tiverton Town Centre Partnership.</p>	
<b>1a Minutes of previous meeting</b>	<p>The Pharmacy team were not attending this meeting (as stated in the minutes) but agenda item 3 referred.</p> <p>The Practice Manager appointment had not proceeded. Rachael Hallam (CPP Operations Manager) would take up the post as a secondment for six months. This would then be reviewed. The Operations Manager post would be backfilled in the meantime.</p> <p>There were no other items arising that were not on the agenda.</p> <p>The minutes of the meeting 9 September meeting were therefore approved as a true record.</p>	
<b>2 Practice update</b>	<p>Dr Megan Parkin provided a practice update.</p> <p>For the current covid/flu vaccination programme 2774 appointments had been offered. The most vulnerable patients had been approached first. These sessions were not part of the national booking system, rather the PCN had been running a system from Clare House with Castle Place as a 'satellite' service. Patients were initially notified by text and from 3rd October the practice had received regular supplies of covid vaccine.</p> <p>Issues around patient engagement, for example patients with long-term conditions not engaging with the offer of yearly checks, should be a topic for discussion with the interim Practice Manager at a future meeting. The PPG could be involved at events providing information on specific conditions/new treatments. There had been discussion previously on holding such events at the AGM, though it was noted that</p>	

	<p>the main problem was patients who are not engaging (and unlikely to attend).</p> <p>In respect of feedback to patients from test results, Dr Parkin stated that there were around 250 – 350 ‘results’ received each day (and ‘results’ might comprise up to 25 individual tests). There were 1 or 2 GPs each day dedicated to scrutinising results and taking any action required. If the results were grossly abnormal the patient was contacted straight away. If there were minor abnormalities these were fed back to the requesting GP to consider if any action was necessary. Patients were not contacted if their results were normal, but they could contact the surgery and/or view the results online. If repeat tests were required after a set period, these were now being pre-booked. Dr Parkin thought that around two thirds of tests gave abnormal results.</p> <p>Dr Parkin was thanked for her very informative presentation.</p>	
<p><b>3 Pharmacy meeting review</b></p>	<p>Pam had circulated notes from a meeting with the practice’s Pharmacy staff on 30 October. The main points were as follows:</p> <ul style="list-style-type: none"> <li>• 99% of the prescriptions issued from Castle Place were handled electronically</li> <li>• There can be up to 400 prescriptions issued each working day</li> <li>• Patients had to be proactive in requesting repeat prescriptions (where these are not automatically dispensed) as processing can take up to five days</li> <li>• Pharmaceutical supply issues cause additional problems</li> <li>• There is work underway to synchronise repeat prescriptions</li> <li>• Members thought that information on the ‘prescription journey’ should be publicised in the reception area and in the newsletter. A draft would be prepared for discussion</li> <li>• Facebook (FB) might be used to schedule reminders and Jagan would discuss text for FB, the screen in Reception and the noticeboard with the Pharmacy team.</li> <li>• It was noted that there were 1.2K followers on the CPP FB group</li> </ul>	<p>DH</p> <p>JM</p>
<p><b>4 Newsletter/ Westbank update</b></p>	<p>A draft of the newsletter would be circulated for comment in the new year</p> <p>Information on Westbank Healthcare (<a href="http://westbank.org.uk">westbank.org.uk</a>) was circulated. This was a charity which aimed to ‘empower and improve the health of communities and individuals across Devon and to become a voluntary</p>	<p>DH</p>

	<p>sector lead for development and innovation across Devon and the south west.' As many of their activities were around social prescribing the information would be passed to the social prescribing team based at Clare House.</p> <p>The organisation might be invited to present to a future meeting.</p>	
<b>5 Waiting room display/leaflets</b>	A leaflet describing the work of the PPG was left on seats in the reception area once a week, and a few enquiries about joining the group had been received. It was noted that some completed forms had been placed in the box in reception and admin staff would be asked how these were processed. Some amendments to the form had been proposed and a draft would be circulated.	RT
<b>6 AOB</b>	<p>There was insufficient time to review the Terms of Reference and this item would be carried over to the next meeting.</p> <p>Members asked if the Friends and Family feedback from the practice is published. Jagan will find out.</p>	JM
<b>7 Dates of future meetings (2024)</b>	<p>12 February</p> <p>13 May</p> <p>09 September</p> <p>11 November AGM</p>	