

## PATIENT PARTICIPATION GROUP MINUTES

### Tuesday 18 May 2021 at 2pm, via Zoom

Present: Jack Earnshaw (JE), Sue Ware (SW), Maggie Samuel (MS), Lucy Harris (LH), Kate Burns (KB)

1.	<b>Apologies: Jill Doe (JD), Bill Graham (BG), Rosemary Rives-Roberts (RRR), Susan Manley (SM)</b>	
2.	<b>Approve minutes of last meeting – Tuesday 18 March 2021</b>	<b>Approved</b>
3.	<b>Matters arising - See minutes</b>	<b>No matters arising</b>
4.	<p><b>WHG update</b></p> <p><b><u>COVID Vaccination</u></b></p> <ul style="list-style-type: none"> <li>• The PCN are currently undertaking 2<sup>nd</sup> vaccinations for cohorts 8 (aged 55+) &amp; below.</li> <li>• The PCN is awaiting updated delivery schedules regarding bringing forward the second Astra Zeneca dose for groups 1-9 at week 8 instead of 12.</li> <li>• The PCN has signed up to deliver cohorts 10-12. We have already provided first doses for cohort 10 (those over 40) and await notification of vaccination deliveries regarding future cohorts.</li> </ul> <p><b>Lords Meadow Leisure Centre Site Updates</b></p> <ul style="list-style-type: none"> <li>• No parking in front car park</li> <li>• Clinics at Lords Meadow are now held Wednesday and Saturday only due to Leisure Centre reopening.</li> </ul> <p><b>COVID Invite Update</b></p> <ul style="list-style-type: none"> <li>• The practice has introduced new technology for patients to book appointments via an SMS message which we plan to use for future flu clinics to improve the booking process and patient choice.</li> </ul> <p><b>COVID 19 Vaccination Status</b></p> <ul style="list-style-type: none"> <li>• Following the Government's announcement, patients will be aware this is available through the NHS App or calling 119. We have seen a huge increase in NHS app activity, we are regularly promoting the app and 119 through Facebook and the website to reduce additional telephone contacts.</li> </ul> <p><b><u>Routine Services</u></b></p> <p>Following NHSE letter sent last week setting out their expectations that GPs must ensure they are offering face to face appointments and all receptions should be open to patients whilst adhering to social distancing and infection and control guidance, the CCG provided suggested statements for practice websites and social media. The CCG and Local Medical Committees have advised practices to waiting for the new NHS standard operating procedure before making any changes. Wallingbrook is following this guidance to ensure the safety of our patients and staff is at the forefront of any change we make.</p>	

Correspondence to: Wallingbrook Health Centre, Back Lane, Chulmleigh, Devon, EX18 7DL.  
Tel 01769 580295.

VAT Registration Number 879082282

\*Please note that all calls to and from the surgery are recorded and may be monitored for quality and training purposes.

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### Staffing Updates

- The practice has appointed a new GP, Dr Hannah Jackson who will be starting at the practice in August.

### NHS Health checks have resumed this month

- Patients aged 40-74yrs, without a diagnosis of diabetes, on a statin, hypertension or history of stroke and heart issues will receive an invite for their NHS health check during their month of birth. Patients are recalled every 5yrs for this check. This was stopped through pandemic and therefore there will be a slight backlog.

### Month of Birth on schedule

We have called June patients and are booking patient appointments.

### MSK Service Update

The MSK Physio service, along with many other services, were redeployed during Covid. The good news is that almost all staff are now back within the MSK service, however it won't surprise you to know that they have **two main demanding challenges**:

1. A large backlog of 'routine' in the waiting list which they are carefully working through.
2. The volume of referrals has increased in recent months (more referrals than pre Covid levels).

- **Actions:**

- Clinical prioritisation of patients on the waiting list, as well as new referrals that come through.
- Continuing to send out a patient letter (with any relevant exercises) to ensure people's expectations are managed and they know how to contact the department should they deteriorate and require more urgent attention.
- Taking opportunity to support people virtually where it is appropriate to do so.
- Using available space safely, in line with Covid guidance, for face to face clinics where it is required for patients.

### PCN

- We now have a regular First Contact Physio (*first contact practitioners are physiotherapists with enhanced skills. They can help patients with new musculoskeletal issues such as back, neck and joint pain*) provision based at Wallingbrook, Julia Malik will be at the practice on Monday and Thursday mornings. GPs may refer patients directly to this service.
- Terry Hawkins, PCN Paramedic is continuing to assist the GPs over the PCN to provide home visit assessments.
- Our PCN Pharmacist, Jo Hicks is starting to contact patients to undertake medication reviews.

The PCN are currently recruiting for the following roles:

- Paramedic (recent employee has relocated)
- Operations Manager
- Pharmacy Technician to support our existing Pharmacist

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	<ul style="list-style-type: none"> <li>Wellbeing Coordinator</li> </ul> <p><b>Continuity Counts Update</b> The research team have fed back that Wallingbrook are offering exceptional patient continuity and patient feedback was very highly rated on a comprehensive scale. The team encouraged the practice to continue with our current practice. We will update the group where evidence is published.</p> <p><b>PPG questions:</b></p> <ul style="list-style-type: none"> <li>JE: The answerphone message is 3 minutes long; can this be reduced? LH: NHS England provide us with the script for the pandemic.</li> <li>JE: Continuity of Care, if your GP is not working and you submit an eConsult does it wait until your GP is back at work? LH: a clinician reviews all eConsults within the agreed timeframe, where possible your consult may be deferred until your GP is working to ensure continuity. If the clinician felt a patient needed to be seen they would arrange this.</li> <li>JE: Have the partners been able to discuss an Annual Plan? LH: An away afternoon is scheduled, and the partners intend to look at the plan for the remainder of the year, and early next year.</li> </ul>	
5.	<p><b>Wellness Activities</b></p> <ul style="list-style-type: none"> <li>Rural isolation – no update</li> <li>Walking Groups – MS confirmed the Eggesford Walking Group has started again, 21 persons turned up at the last session. Active Devon has not been in touch since attending the course.</li> <li>Self-Care – no update</li> <li>Continuity Counts – see WHG update.</li> </ul>	
6.	<p><b>How to organise the Annual Patients Meeting</b> Defer to later in the year, dependant on situation.</p>	
7.	<p>Village Feedback from members:</p> <p><b>MS – Chulmleigh Feedback:</b></p> <ul style="list-style-type: none"> <li>A small group of patients have fed back they prefer to face to face contact with a GP and would prefer not to use eConsult. LH reminded the group all patients can choose to use eConsult or can telephone, if telephoning the practice, the receptionist will complete a triage questionnaire on behalf of the patient which will then be forwarded to the GP to review. Face to face GP appointments have been provided for patient where clinically required throughout the pandemic. LH offered to call the patients if MS happy to provide the patients details. The triage system introduced last year has reduced patient wait times from 3 weeks to patients receiving contact by the end of the next working day. Some patient’s queries are managed by telephone or</li> </ul>	

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	<p>email and patients do not need to attend the surgery which improves waiting times for those who require face to face appointments. All incoming patient appointments request are triaged by a clinician as opposed to patients booking an appointment with a non-clinical trained member of staff, in some cases patients will be signposted to a pharmacist or first contact physio where clinically appropriate.</p> <ul style="list-style-type: none"> <li>A patient has fed back following confusion over a Physio appointment, the patient thought the appointment was face to face, however on arrival at the surgery found it was a telephone call appointment. LH explained without the patients details it is difficult to investigate further i.e. listening to the booking call and understanding which service the patient booked with (hospital or PCN). LH advised the Physiotherapy Service provided in the upstairs community rooms is provided by RD&amp;E, the rooms are leased to the service. The service has only just re-started and has extremely long waiting times, the initial telephone calls are used to triage the patient condition and advise.</li> </ul> <p><b>MS Suspicious emails:</b></p> <ul style="list-style-type: none"> <li>The practice had emailed patients asking them to complete a Continuity Counts Questionnaire, MS felt the email was suspicious looking. MS had emailed at the time and KB had responded by email explaining the reasoning behind this.</li> <li>A patient has received an Egress email and wondered if it was ok to open. LH advised it was difficult to comment without more detail.</li> </ul> <p><b>SW - Winkleigh Feedback:</b> Winkleigh patients are full of praise for the great service Wallingbrook are providing, vaccination clinics are extremely well run and friendly. An additional Defib fitted on Winkleigh Surgery wall.</p> <p><b>JE - Burrington Feedback:</b> JE reiterated on how much praise and thanks patients are expressing for the services provided during the pandemic.</p>	
8.	<b>AOB</b>	
9.	<p><b>Date if next meeting:</b> 24 June 2021 – email update 22 July 2021 at 2pm – by Zoom</p>	

*Patients are reminded that all questions and comments for the practice are welcome and details of Patient Participation Group members you are welcome to contact can be found at Chulmleigh and Winkleigh Surgeries. If you would like to discuss any matter with the practice directly please contact Lucy Harris the Managing Partner who will be pleased to make an appointment to discuss the matter in confidence.*

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