

PATIENT PARTICIPATION GROUP – MINUTES

Thursday 25 September 2021, 2pm - via Zoom

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

1.	Apologies: RRR, SM, BG	
2.	Approve minutes of previous meeting (23 September 2021)	Approved
3.	Matters arising - See minutes	No matters arising
4.	<p>WHG update PPG Update 25.11.2021</p> <p>Practice Services Social distancing is now reduced to 1 metre in health care settings.</p> <p>Chulmleigh We are currently reviewing patient access to the dispensary to establish if we can reduce the queuing in the cold/wet weather for the collection of prescriptions.</p> <p>Winkleigh We have heard confirmation from TDC this week that we can erect a temporary structure at Winkleigh Surgery. Next steps are to confirm installation date.</p> <p>Staffing We continue to experience staffing shortages due to testing and isolations.</p> <ul style="list-style-type: none"> • We were delighted to see Dr Gosrani return at the beginning of October on a phased return to work. • Dr Victoria Sebbage (GP Trainee) finishes at the end of December and we will welcome a new trainee; Dr Kunal Lather. • We welcomed a new PCN paramedic, Glenn Budden. Glenn will be covering the 5 PCN practices along with Terry Hawkins. <p>COVID Boosters During October the team delivered over 2000 vaccines. The clinics continue every Saturday up to and including 18 December. COVID booster home visits will start next week, we are incredibly restricted with the no of vaccine we are able to deliver per day due to the fact that with the Pfizer vaccine, all patients must be observed 15-minute post vaccination. Last week it was announced the over 40s would be invited next, the PCN are meeting to establish how this service may be delivered.</p> <p>Flu Programme Since September, the team has delivered over 2500 flu vaccinations. The District Nurses have started to vaccinate the housebound patients. We have received additional vaccine deliveries this week and are in the process of organising additional clinics and inviting patients.</p> <p>Patient BP Machine Will be reintroduced towards the end of next week.</p> <p>New Weight Management Service Patients are being offered support to access a new weight management</p>	

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

VAT Registration Number 879082282

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	<p>service, patients with a greater BMI will be eligible for this service and will receive an invite from the practice.</p> <p>Telephone Our new telephone system is due to go live on Wednesday 8 December. We will advertise this via Facebook and our website to ensure patients are aware of guidance on any steps practice will need to take to support the implementation.</p> <p>PCN Nursing Student The PCN will be joint hosting students from Jan 2022.</p> <p>Other news Diabetic Eye Screening Programme The Devon screening team have fed back they have nearly caught up with the backlog caused by the pandemic.</p> <p>Electronic Records NDHT and RD&E are merging in 2022. As part of that process, NDHT are changing their hospital IT system to the same as Royal Devon and Exeter. The new electronic patient record system will amalgamate records across departments and wards to allow an improved patient experience. The planned go-live date for this change is July 2022.</p> <p>As part of this, NDHT are to change the software used for GP practices to request tests the aim is for the impact to be minimal for practices and patients.</p>	
5.	<p>Wellness Activities – to note these are on-going topics with little activity, but as things restart a review of local activities is necessary to update the info. JE and SM have updated their village lists, others still to do.</p> <ul style="list-style-type: none"> • Rural isolation • Walking Groups • Self Care <p>Continuity Counts: data good- good score</p>	MS, BG, SW,
6.	Annual Patients meeting: postponed to spring	
7.	<p>Village Feedback from members Technical feedback from hospital discharge record: need to contact hospital for explanation. How to contact reply to Dr sent text or email: Use econsult 'admin' function. Car services: Chulmleigh Parish Council scheme has been limited to cover most vulnerable only.</p>	
8.	AOB – for information / to add to next agenda / urgent item	
9.	<p>Date of next meeting: 2022 dates to be decided. Kate will be asked to create a calendar, based on the</p>	KB

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	2021 dates No meeting in December. Next meeting tbc.	
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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 Practice Manager who will be pleased to make an appointment to discuss the matter in confidence.

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