

Wallingbrook Health Group

Chulmleigh • Winkleigh

Patient Participation Group - Minutes
Thursday 26th May 2022 at 2.00pm
Location : Virtual Meeting by Zoom

Present: Jack Earnshaw (JE), Shelley Sherman (SS), Maggie Samuel (MS), Lucy Harris (LH), Kate Burns (KB)

1.	Apologies for absence	RRR, SM, JD, BG
2.	Approve minutes of previous meeting (21 April 2022)	Approved
3.	Matters arising - See minutes	KB to contact the Continuity Counts team to see if there is a report of the outcome of the project. KB to contact Dispensary re medication pack sizes.
4.	Election of Chairman & Vice Chairman	Postpone election until July due to only 3 PPG members attending. JE to request a meeting with LH
5.	Request members to review the Terms of Reference by next meeting	KB emailed a copy to all after meeting
6.	WHG update <ul style="list-style-type: none">Local activities documents – updatesDispensary – patients' access	Local Activity: email SW Activities in the Area. KB to upload updated sheets. Dispensary Access: JE raised patients are queuing and persons can queue jump if coming via the reception door. LH advised staff are aware and keep an eye of the queues. WHG Update: Staff sickness / staff changes: causing impact across the practice. PCN Paramedic: Darren Cotgrove has joined us and provides a minor illness clinic on a Tuesday and Friday. PCN First Contact Physio: increasing number of days/service provision from July at Wallingbrook. PCN Health & Wellbeing Team: Looking into providing support for menopause, also arranged a Health & Wellbeing Day at the Pavilion on 18 June. Mid Devon Healthcare Wellbeing Team Services current offerings <ul style="list-style-type: none">Coffee Mornings - The group are running a monthly coffee morning on the 3rd Thursday of the month at Chulmleigh Golf Course

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		<ul style="list-style-type: none"> • Online Weekly Mindfulness & Deep Relaxation Session – Tuesdays from 18:30-19:00 • Meditation for Wellbeing on Fridays 10:00-10:45 • Monthly online crafting group – 2nd Tuesday of the month • Hosting grief cafés from May 9th (5 week course) <p>Currently the team are looking to devise some emergency mental health support online courses, more details to follow.</p> <p>To access more information re these services, the team have a Mid Devon Health & Wellbeing Facebook page or Simon and Paula can be contacted directly, details can be found on our website.</p> <p>Covid Vaccinations: Housebound patients have now been done.</p> <p>Online Medical Records: Patients with existing online accounts such as through the NHS App will have more information available in their health records from November 2022 (this had previously been scheduled for July 2022).</p> <p>Electronic results and letters will not form part of the record until they are electronically filed by the practice.</p> <p>New online users set up after July will receive this level of access by default.</p> <p>Demand is high at present: Practice looking at potential solutions to cope with the increasing demand.</p>
7.	Possible user training for SystmOnline, eConsult, NHS App and any other suggestions for PPG involvement in WHG activities	<p>JE asked if Digital Workshops were an option.</p> <p>JE happy to attend some training to assist with NHS App / SystmOne training.</p> <p>Wellbeing Day: MS could the PPG attend the Wellbeing Day on Sat 18 June. JE & MS to liaise.</p> <p>Sat 2 June: Platinum Jubilee Celebrations, the committee has arranged for various clubs and groups to meet. PPG could attend this if wished.</p>

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8.	<p>PPG information on WHG website</p> <ul style="list-style-type: none"> • Last minutes 3/21, timetable 22 unreachable, no ref to V Chair • Info on patient transport & local services only accessible from bottom of web pages under Further Information 	<p>KB to add all documents to the website as soon as possible.</p> <p>Patient Transport: KB to look at moving the Patient Transport information on the website to a prominent place.</p>
9.	<p>Village Feedback from members</p>	<p>MS: are under 75 going to be re-called for another booster.</p> <p>LH: advised NHS England had not yet advised when the next vaccination will be required.</p> <p>MS: Chulmleigh and Chawleigh Car Service at present is on hold until the end of July, awaiting guidance of if there is a local need Are WHG aware of a local need for patients requiring patient transport?</p> <p>LH to ask the WHG team.</p> <p>SS: confirmed the local group who provided patient transport formed during Covid to assist patients finishes in June. It may be possible for the group to pass on the details of persons who may requires assistance.</p>
10.	<p>AOB – for information / to add to next agenda / urgent items</p>	<p>JE: to contact SW following resignation from PPG</p> <p>JE / LH: to meet and discuss future PPG plans</p>
11.	<p>Date of next meeting:</p>	<p>21 July at 2pm at Wallingbrook</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.