

PATIENT PARTICIPATION GROUP MEETING MINUTES

Thursday 26 January 2023

2pm at Wallingbrook Health Centre

Present: Shelley Sherman (SM), Maggie Samuel (MS), Jack Earnshaw (JE),
Rosemary Rives-Roberts (RRR) Lucy Harris (LH), Kate Burns (KB)

1.	Apologies: BG, JD, MB	
2.	Approve minutes of last meeting	Approved
3.	Matters arising - See minutes <ul style="list-style-type: none"> LH to review to current telephone message LH to chase re referral service KB to create posters to recruit new PPG members 	LH (email sent to group) LH KB
4.	<p>WHG Update:</p> <p>Staffing Update</p> <p>Team Updates</p> <ul style="list-style-type: none"> Dr Owen has commenced a phased return to work programme Salaried GP Vacancy, interviews took place last week, we hope to provide a further update in due course Digital Locums providing sessions at Wallingbrook as of this week due to short staffing. The Digital Locums are a service negotiated by NHS Devon in recognition of the winter pressures <p>COVID Autumn Booster & Flu Vaccination COVID vaccination provision has stopped at Wallingbrook along with our other member practices of Mid Devon Healthcare PCN practices at the end of December.</p> <p>Flu vaccine remains available whilst we have stock until the 31 March 2023</p> <p>Dispensary refit will take place - from Fri 10 Feb to Mon 13 Feb</p> <p>Dispensary services will be maintained during the refit and the service accessible from the main Reception at Chulmleigh, notices will be displayed, and a communication will be sent before the end of this week. Patients who are due to collect on the days where the Dispensary will operate from Back Reception (10-13 Feb) have been given earlier collection dates to reduce Reception area footfall and crowding.</p> <p>Discussion re patient communication and a request for feedback from the PPG.</p> <p>Recent Weather</p> <p>We have had issues with the recent snowfall at the Chulmleigh site, the new building owner's management company hadn't arranged a gritting service as per the previous building owner's agreement which we understood would continue. As a result, the car park was closed for 3 days with very limited parking. We were in continuous contact with the management company during this process and unfortunately, they were unable deploy gritting services at such short notice despite informing us they hoped they could. We have now been advised a contractor is in place and will visit as soon as the weather is forecast to drop below zero.</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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	<p><u>PCN Service Updates</u> Glenn Miller, Mental Health Practitioner, providing clinics once a week from February. Discussion re wider engagement and aim to involve the PPG in a PCN PPG.</p> <p><u>Newsletter</u> We are aiming to provide our next newsletter in April and use this to clarify services and patient understanding: 1. Death Awareness– expected and unexpected 2. Appointment Access 3. PCN Services</p>	
5.	Date of AGM: agreed approx. June, could the Social Wellbeing Team be involved and have an Open Afternoon prior to APM; have a Digital Workshop, BP Check, use MOT Bay equipment.	KB has emailed Paula Martin, PCN
6.	Village Feedback from members Feedback provided from MB. LH to discuss with MB	LH
7.	AOB – for information / to add to next agenda / urgent items <ul style="list-style-type: none"> • KB to email Activities in the local area to PPG members • JE to review website • KB to review email APM minutes to SS 	KB JE KB (done)
9.	Date of next meeting: Thursday 30 March 2023 (date changed as per email from KB)	

Patients are reminded that all questions and comments for the practice are welcome. You are welcome to contact the Patient Participation Group members, their contact details 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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