

PATIENT PARTICIPATION GROUP MEETING MINUTES

Thursday 25 May, 2pm at Wallingbrook Health Centre

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

1.	Apologies: Mary Bavidge (MB), Bill Graham (BG), Rosemary Rives Roberts (RRR)	
2.	Approve minutes of last meeting	Minutes approved
3.	No Matters arising from the previous minutes. Spring Newsletter Update: in circulation from 04/05/23. Available at Front Desk, Waiting Room, Winkleigh Surgery and Dispensary. Dispensary distributed 120 to date, none taken from the Waiting Room and approx. 5 from Front Desk & 45 from Winkleigh. Added to the practice Facebook page and shared to the village Facebook pages, on the website and emailed to those on our newsletter emailing list (does go to junk)	
4.	<p>WHG Update <u>Staffing Update</u> <u>Team Updates</u></p> <ul style="list-style-type: none"> • Salaried GP Vacancies: <ul style="list-style-type: none"> ○ We welcomed Dr Ian Guildford one day a week in April and we also have a further GP starting in August, 4 sessions/2 days per week. ○ As you are aware, we were in negotiations with a 3rd GP regarding an additional 4 sessions per week, unfortunately the applicant decided to withdraw their application, we are therefore readvertising. • Patient Services <ul style="list-style-type: none"> ○ We have 2 current vacancies, • Nursing Team <ul style="list-style-type: none"> ○ We welcome Niamh, Practice Nurse back from maternity leave in April. • Dispensary <ul style="list-style-type: none"> ○ We are experiencing sickness within the team which we are in the process of covering. Unfortunately, like many of other dispensing practices, issues with the daily wholesale deliveries not arriving without any communications to advise of issue. We are looking to see whatever options are available to us regarding wholesalers. <p><u>COVID Spring Boosters</u> COVID vaccination clinics have taken place along with housebound visits for those who are unable to leave their homes. We have one small catch up clinic scheduled for June.</p> <p><u>AccuRx</u> We have recently changed SMS providers for appointment reminders, patients will receive a text one week before and the day before their appointment, patients can cancel their appointment from the link. Post appointment, patients will be sent a Friends and Family Test Providers. We are hoping to use this facility to send prescription collection reminders in the future.</p> <p><u>Dispensary Survey</u> The partners have created a patient survey to engage and gain feedback from patients regarding the existing service.</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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Online Presence

We are working with NHSE and the ICB to review our digital presence for patients, focusing on the information available to patients and the varying formats thus ensuring and clear to patients.

There is also a focus from NHS England to increase our NHS app practice registrations, we are working with the team on ways to promote the NHS app.

New Telephone Call Back Feature

Once patients reach call 6, patients have the option to receive a call back from the surgery. If the patients select this service their position is held in the queue with the system auto calling the patient back when they reach no 1 in the queue. If the patient doesn't answer, the patient doesn't receive another call back.

PCN Wellbeing Services

What	When	Time
Good Grief Café	1st, 8th, 22nd, 29th Jun & 6th Jul	2 - 3.30pm
Getting unstuck Course	5th, 12th, 19th, 26th Jun	2.30 - 4pm
Why wait for happiness Course	4th, 11th, 18th, 25th Sept	2.30 - 4pm
Healthy Lifestyle Course	3rd, 10th, 17th, 24th Nov & 1st Dec	2 - 3.30pm
Wise Life (tools for resilience)	6th, 13th, 20th 27th Nov	2.30 - 4pm

Links for online sessions

Monday Meditation 9.30am

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 338 424 732 943

Passcode: utQe46

[Download Teams](#) | [Join on the web](#)

Tuesday Relaxation 6pm

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 384 308 983 446

Passcode: mjG4Lz

[Download Teams](#) | [Join on the web](#)

Friday Mindfulness 10am

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	Click here to join the meeting Meeting ID: 399 216 906 94 Passcode: 5qgpHT Download Teams Join on the web	
5.	Village Feedback from members <ul style="list-style-type: none"> Month of Birth recalls, are they running on time? WHG response: Month of Birth Recalls are running on time. Patients unable to see staff names and pictures (SS) passed a Telegraph newspaper article on The NHS Trust revolutionising the NHS to LH 	LH to review LH to review
6.	Annual Patient Meeting <ul style="list-style-type: none"> Advertising Local Publications – deadlines email the Chulm Contact Alex regarding NHS App workshop for patients Text regarding APM – certain age group Forward SS previous APM minutes PPG Annual Report, SS to provide a chairpersons report, LH to review one week before the meeting. 	KB to create a poster asap KB to arrange for adverts in local publications WHG to arrange Deep Clean & Expiry Date Stock Room 18/04/23 KBKB emailed 15/06/23 SS
7.	AOB – for information / to add to next agenda / urgent items No AOB	
8.	Date of next meeting: Thurs 13 July Annual Patient Meeting @ 5pm, Seminar Room, Wallingbrook Health Centre	

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

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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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