

PATIENT PARTICIPATION GROUP MEETING MINUTES

Tuesday 26th March, 2pm at Wallingbrook Health Centre

Present: Shelley Sherman, Maggie Samuel, Jack Earnshaw, Andrew Warner, Mary Bavidge, Lucy Harris, Becky Horton and Richard Ward

1	Apologies: Bill Graham and Rosemary Rives-Roberts	
2	<p>Approve minutes of previous meeting</p> <p>The date in incorrect – needs changing from November to February Needs to have an actions column added</p> <p>Pending above amendments minutes approved</p>	<p>BH BH</p>
3	<p>Matters arising</p> <p>a Annual Timetable requires reviewing and recirculating.</p> <p>b Annual patient meeting to be arranged to include:</p> <p>i Date - Thursday 11th July All agreed to amend date to deconflict with Winkleigh and Chulmleigh fair weeks</p> <p>ii Venue – Winkleigh Community Centre Dependant on venue being available</p> <p>iii Speaker Suggestions – a practical demonstration of NHS App – potential to contact Learn Devon Invite Paula from the social prescribing team to talk about their work</p> <p>iv Posters suggestion – black text/yellow background Version with black text on a yellow background shown all agrees that this was clearer to read Feedback given on image used – BH to redesign</p> <p>v Advertising APM - via village group booklets</p> <p>c PPG newsletter BSC have drafted a Spring newsletter. A copy provided to all attendees. All to proof-read / review and feedback</p> <p>d Test email to be sent to ensure that all PPG members are receiving communications Test completed by SS – all attendees received email</p> <p>e PPG policy is due to be reviewed (see attached)</p>	<p>BH</p> <p>All</p>

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Tel 01769 580295.

VAT Registration Number 879082282

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WHG Update

Staffing

Dr Clare Dawson is leaving us in June to become a locum. Fortunately, it won't be goodbye to Clare as Clare will be providing locum sessions for the practice in August. A salaried GP vacancy has been advertised.

We welcomed Dr Kayleigh North as a GP Trainee in February.

Winkleigh

Groundworks have started today; we are hoping to complete works in the summer.

There may need to be a temporary closure and we are looking at plans with the contractors to minimise the closure as much as possible. PPG will be kept updated with regards to and closure and LH is exploring possibilities to minimise impact on service provision.

The Community Defib has been fenced off and is temporarily unavailable. Signs are being put up to redirect people to the nearest alternative. The SWAST Community First Responders responsible have been informed.

Completing the reverse of prescriptions

We are aware that following the changes introduced to the reverse of FP10s/your prescriptions, more patients have received fines from the NHS Business Services Authority where the incorrect box has been selected by patients or their representatives when collecting their prescriptions. The checking process for this has become automated resulting in the uplift in fines. WHG have advertised via posters, social media posts and on the screens in the surgeries to advise patients of the need to complete FP10s accurately.

Spring Covid Vaccinations

We are currently planning the next vaccination clinics for eligible patients starting April 2024, eligible patients will receive an invite via text message, email, or letter from the practice.

Eligibility is as follows:

- Aged 75 years or over
- Live in a care home for older adults
- Are aged 6 months or over and have a weakened immune system

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Family and Friends Teat Data 23/24

	No	%	No	%	No	%
Response	Dec		Jan		Feb	
Very Good	222	90.6%	273	92.9%	279	89.7%
Good	16	6.5%	13	4.4%	22	7.1%
Neither Good Nor Poor	3	1.2%	1	0.3%	3	1.0%
Poor	0	0.0%	1	0.3%	2	0.6%
Very poor	1	0.4%	3	1.0%	3	1.0%
Don't Know	3	1.2%	3	1.0%	2	0.6%
No of responses	245		294		311	

eConsults and Triage Questionnaires Averages from Dec to March (med queries not included)

eConsult	Average	WHG Triage	Average
Monday	48	Monday	66
Tuesday	33	Tuesday	41
Wednesday	31	Wednesday	45
Thursday	28	Thursday	34
Friday	18	Friday	37
Saturday		Saturday	
Sunday	11	Sunday	

AW asked if it was possible to have the data for how many attempted eConsults failed due to be being unsuitable for eConsult with the patient being advised to call the practice or seek alternative healthcare pathways. LH to investigate the availability of this data.

LH

Registration Figures

- Feb 23 – 7249
- March 24 – 7371

Online Access - March 24

- NHS App - 2880
- SystemOne online – 3115

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	<p>JE asked RW if there was any plan to move away from SystemOne. RW replied that the PPG will continue to use SystemOne RW explained that the NHS App is designed to work alongside SystemOne and the functionality which allows this integration is continually improving.</p> <p>Action Plan for 2024/2025</p> <ul style="list-style-type: none"> • Winkleigh Surgery Extension • Increasing our online booking options • Increasing usage of the NHS app • Review of dispensing ATMs along with PCN practices • Review of telephone systems along with PCN practices • Starting group consultations (pre-diabetics first) • Nurse Training – a significant amount of nurse training and supervision will be delivered during 2024 to ensure the majority of the team are able to undertake chronic disease management 	
<p>5.</p>	<p>Village Feedback from members</p> <ul style="list-style-type: none"> • MS shared her own experience: she received an email from the practice with an appointment date and time. The email advised her to call the practice if this appointment was not convenient. MS asked why this couldn't have been a phonecall from the practice to arrange a mutually convenient appointment to avoid having to call in. LH explained that it is standard practice for the PSA team to try calling the patient to arrange appointments but if there is no answer an appointment is arranged, and text sent (if patient) given consent to text). 	
<p>8.</p>	<p>Richard Ward – Digital Transformation Lead for PCN</p> <p>Richard kindly attended the meeting to give some information oh his role and his upcoming projects. Richard explained that his role is to explore ways of making healthcare more accessible for patients. Including the use of technology to improve accessibility.</p> <p>Richard spoke on two of his current projects:</p> <ul style="list-style-type: none"> • Group Consultations These would initially be offered to patients identified as being prediabetic. They would be sessions run by a clinician for up to 8 patients and would include: information on what diabetes is, lifestyle advice and creating action plans for attendees. Richard shared his experience of having used group consultations at his previous practice and these being effective in improving health outcomes for patients. The hope is to start these within the next 2 months and there would be 1 – 2 a year. • Improved Discharge Summary Layout Richard explained that he had identified that medication instructions on 	

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	discharge summaries could be confusing and difficult to follow for patients. The PCN are looking to conduct a trial with recently discharged patients who have been prescribed numerous medications to create a medication schedule in addition to the discharge summary. The aim of this is to improve patient safety, increase medication adherence, promote recovery and clearer guidance for relatives and carers.	
7.	AOB – for information / to add to next agenda / urgent items. <ul style="list-style-type: none"> Differing experiences with submitting home BP readings experienced by PPG members. This included the link to submit home BP expiring before a BP machine was obtained. LH to look into this. AW needs adding to website 	LH BH
8.	Date of next meeting: Thursday 23 rd May 2024 at 2pm	

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.

PPG Meeting Dates for 2024

- Thursday 25th January
- Thursday 26th March
- Thursday 23rd May
- Thursday 18th July
- Thursday 26th September
- Thursday 28th November

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