

PATIENT PARTICIPATION GROUP – MINUTES 19 April 2018

Present: Jack Earnshaw (JE) – Chair, Rosemary Rives-Roberts (RRR), Maggie Samuel (MS), Brian White (BW), Lucy Harris (LH), Susan Manley (SM), Kate Burns (KB) , Will Sherlock (WS)

1.	Apologies: Bill Graham (BG), Sue Taylor (ST), Sue Ware (SW), Anne Balcomb (AB).	
2.	The Chairman welcomed Susan Manley to the Committee.	
3.	Approve Minutes of last meeting All agreed, and uploaded to website.	
4.	Matters Arising See list on page of March minutes: <ol style="list-style-type: none"> 1) Update on the Memory Group. The Alzheimer’s Society is providing an additional 5 week course for the memory group, the facilitator will stop after this, and further sessions will need to be paid for thereafter. A Chulmleigh group representative has been liaising with Anne Balcomb to understand how the Winkleigh group may be able to help. 2) Activity Sheets back to the website without contact numbers. Activity sheets to go onto website – permission forms needs to be signed for each activity- KB/LH to contact Sue Taylor. 3) Website Review. More or less up to where it should be – KB to check if the GP page is in line? 4) Review Statistics. To be provided every 3 to 4 months. Previous months have improved very slightly. 5) Annual General Meeting (Monday 14 May). Sue Taylor looking to arrange a speaker from the CRA. The AGM posters can go up. KB to draft agenda – one week before. Wallingbrook to provide refreshments. KAC requested a copy of the Chair report one week before to ensure the PPG chair report and WHG report are not covering the same. 6) Patient queue at front desk. Additional help is requested if a queue forms. 7) Dispensary Leaflet – LH& KB reported the leaflet is in draft format, once completed the group will be sent a copy for review. 8) Newsletter. Spring Newsletter has been distributed. 9) Adverts on TV Screen – under review, the contract is for 3 years, we are 1 year into this contract. The group had felt that some of the adverts are inappropriate, concern that it may seem as though Wallingbrook are endorsing the products advertised. Could we have more WHG information? WS noted YouTube and Ted Talks have some really valuable content, however they would need to be subtitled or sign. We are able to send company the health material we would like uploaded. KB to watch the TV screen and sense check adverts. 10) Forming a Wallingbrook Health Group Charity. BW has made enquiries as to setting up a charity. BW reported it cannot be incorporated as funding is required, the group will need trustees. BW would need to establish who would be willing to undertake the roles of chair, secretary, treasurer etc. It was felt that one member of practice and one member of the PPG should have roles. An incorporated charity would need to be registered with the charity commission. BW to research further. <p>The group discussed potential fundraising ideas:</p> <ul style="list-style-type: none"> • BBQ • AGM maybe ask patients to donate £1.00 • Coffee morning at the Town Hall (would need booking a year 	<p>LH/AB</p> <p>KB/LH/ST</p> <p>KB/JE/LH</p> <p>KB/LH</p> <p>ST/KB/JE/KAC</p> <p>KB/LH</p> <p>KB/LH</p> <p>BW/JE</p>

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	<p>ahead) Hold an event at the Pavillion - Quiz night, Turkey and Tinsel,</p> <ul style="list-style-type: none"> • Big Breakfast • Bring and buy sales <p>Items which require funding:</p> <ul style="list-style-type: none"> • Winkleigh MOT Waiting Room Blood Pressure Monitor • ECG machine replacements • Facilitator for Memory Clinic <p>Possible name for the charity - Friends of Wallingbrook Health Group, WS asked what the community perceives as lacking.</p> <p>SM felt lots of different types of needs are required depending on who you are talking too – new mum groups, Alzheimer groups etc. .</p> <p>Discussion took place on costs of Pavillion verses Town Hall.</p> <p>WS suggested that BW contacts Blackdown PPG who have already formed a charity.</p> <p>BW & LH to arrange a meeting to discuss progress and BW will provide an update after the AGM.</p>	
5.	<p>Improving two-way communications with our villages – Facebook</p> <p>LH advises that the Partners will re discuss this at the Practice Business Meeting. LH to show examples of other practices for Partners to view to make a decision.</p>	LH
6.	<p>Wallingbrook Health Group Update</p> <p>Staffing Issues.</p> <p>Dr Wielink is off work due to health issues. WHG are booking locums where possible, and adjusting clinics where necessary. Dr Wielink’s patients have been made aware via text and email, posters have been displayed and the website has an urgent patient notice notifying patients of the situation. The group were already aware that there is a national GP shortage and locum booking at short notice is very difficult. Should any patient have any concerns or complaints, please contact LH. We have been very grateful for the patients support thus far.</p> <p>Dr Owen starts in August, Dr Burke continuing to look after the patients until August, with exception of May.</p> <p>JE asked if wait times have increased – LH reported the current wait is now 3 weeks. If patient’s symptoms require urgent on the day attention, patients will be booked for that day.</p> <p>SM noted how pleased she has been with telephone appointment service.</p> <p>LH reported that the nursing team appointment wait had increased – LH explained that one of the nurses is undertaking her prescribing qualification and therefore some temporary clinic changes had been made to accommodate university attendance, however WHG expect the wait to decrease from July.</p> <p>2 members of the PPG were not aware of the Month of Birth (MOB) recall system, or aware there was the opportunity for an NHS Health Check.</p>	

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	<p>LH explained the MOB recall system is for those patients who have a chronic condition or take medication. The NHS Health Check is offered to those aged 40-74, who do not have certain pre-existing health condition (e.g. diabetes, COPD, cardiovascular disease, kidney disease). The NHS Health check is designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk. Patients are offered a check every 5 years in line with their month of birth.</p> <p>Public Wifi, boxes installed at both surgeries, it will be turned on in June.</p> <p>E Consult – LH will send a link to the new consultation software.</p>	LH
7.	<p>2018 Timetable</p> <ul style="list-style-type: none"> • CFEP Survey to be undertaken in practice – this has started with colleague feedback. LH is looking to delay the survey as DW is included. LH will discuss with Partners and update. WS explained that CQC review the survey results and we are concerned currently the survey would not be a true evaluation of the usual service we provide. • Update local activities information – on-going. • Reviewing stats (e.g. Non-Attendance, uncollected prescriptions, routine GP appointment waiting time and waiting in the waiting room times) No stats available this month, to be provided every 3 to 4 months. Previous months have improved very slightly. MJOG messages should help remind people to cancel appointments if they are unable to attend. 	LH KB
8.	<p>Partner's Plan for 2018 – discussion on any PPG inputs to support the plan.</p> <p>JE asked if there was anything the PPG could do to assist with the plan. In line with the practice plan, WS explained the practice is looking at diabetic prevention and hypertension monitoring; the PPG might be able to help encourage patients to buy their own blood pressure machine. Patients are asked to complete a monitoring sheet and return the results to the practice. WS reported that he finds that 2 out of 3 people don't return the results; it then becomes the practice's responsibility to remind the patient. WS asked the group how can WHG encourage more patients to look after themselves. It was also noted the Cervical Smear attendance reduced last year.</p>	
9.	<p>Winkleigh/Burrington/Lapford/Chulmleigh</p> <p>JE to provide an update at the Burrington Council Annual Parish Meeting</p>	JE
10.	<p>AOB – for information / to add to next agenda / urgent items</p> <p>Attendance – it was suggested that PPG members confirm attendance for forthcoming meetings on receipt of Agenda.</p> <p>Friends & Family Test – SM reported issues responding to the messages NB / TS to contact.</p>	NB/TS

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	PPG group – contact info on board in waiting room – KB to coordinate who would like contact info put on board.	KB
11.	Date of next meeting: AGM Monday 14th May 2018 at 6.30pm	

Patients are reminded that all questions and comments for the practice are welcome and details of Patient Participation Group members 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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