

PATIENT PARTICIPATION GROUP – MINUTES

Thursday 6 April 2017

Present: Rosemary Rives-Roberts, Sue Taylor, Sue Ware, Jack Earnshaw, Bill Graham, Maggie Samuel, Sam Bunton, Lucy Harris, Dr Will Sherlock (for the last 5 minutes)

Apologies: Anne Balcomb

1.0	Minutes of the last meeting	
1.1	Minutes agreed for uploading to the website.	
2.0	Matters Arising	
2.1	Welcome to Sue Ware who has joined the PPG.	
2.2	AB is unable to attend today and will not be able to attend the May meeting either. RRR may not be available for May's meeting but will let everyone know. ST has volunteered to take May's meeting minutes as SB will not be available.	
3.0	Forum Feedback	
3.1	Chulmleigh Academy Trust Letter. No update at the moment. They have extended the deadline to the 30 April. CRA are awaiting a meeting date with Chulmleigh Academy. They will feedback to the community after this meeting. There is an issue regarding funding and access to funds for remedial works. There have been no publications. WHG and PPG have drafted a letter to send to the Chulmleigh Academy Trust. This letter will now be sent by WHG and send a copy to Bob Smale, chair of CRA.	LH/ SB
3.2	Activities in the local area. PPG representatives to look at leaflets for their areas and notify of any amendments that are needed. Once approved to be added to the website and put into the waiting rooms. Could a staff member get access to a Chawleigh new resident pack? SB to send Lapford template to BG.	SB
3.3	Progress in updating Terms of Reference. ST has sent through a copy of the Exmouth PPG Terms of Reference which is one side of A4. BG is still working on feedback received from the rest of the PPG and WHG. Could the TOR go on the website and on the PPG noticeboards? BG hopes to send new TOR out before the next meeting.	
4.0	WHG Update	
4.1	WHG have had a problem with the recruitment process; Nurse Practitioner will no longer be joining WHG. WHG are now recruiting for a GP partner. Dr Wilson-Smith left at the end of March. Dr Guildford is leaving at the end of June. Dr Jarvie joins WHG on 13 April.	

Correspondence to: Wallingbrook Health Centre, Back Lane, Chulmleigh,
Devon, EX18 7DL. Tel 01769 580295. Fax 01769 581045

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.

"Together we build happy, healthy communities"
www.wallingbrook.co.uk

4.2	WHG are asking patients for email address and mobile numbers to help aid communication. There has been helpful feedback from patients. Since December 135 patients responded to Family and Friends Survey, 113 extremely likely to recommend to family and friends, 14 likely, 3 neither likely or unlikely, 1 unlikely, 4 extremely unlikely. Answers are anonymous. ST raised WHG should consider creating their own survey but it is a national survey which WHG has to feed into the national database with. JE raised that if you have a call guardian the automated voice messages from MJOG will not get through unless you programme the number into your accepted numbers list. Add item to next newsletter. Cancelling appointments via MJOG is working well.	
4.3	The rate of missed appointments still remains high despite the ability to cancel your appointment via MJOG. WHG are considering writing to patients who regularly miss appointments. LH to discuss with other practices to see what actions they take.	LH
4.4	Patient screens have now arrived and are being worked on. There are national adverts currently being displayed whilst the local adverts are being located. Information regarding Bowel Cancer Screening, Hay Fever, Stroke Awareness etc. will be displayed. We will also display information from the practice.	
5.0	Winkleigh/Lapford/Burrington	
5.1	SW raised some feedback from a patient via AB, that Winkleigh are providing an excellent service.	
5.2	BG is working on where to put the notice board in Lapford.	
5.3	No feedback from Burrington.	
6.0	Healthy Living Week	
6.1	The new leaflets listing the activities could replace the Healthy Living Week as this will still make people aware of what is available.	
7.0	Newsletter	
7.1	Spring newsletter has been distributed. RRR found that when she delivered to businesses in Chulmleigh a lot of the previous newsletters were still there. Begin to reduce printed numbers.	
8.0	Any other business	
8.1	June's meeting is rearranged for 12 June at 5.45.	
8.2	LH has heard of other surgeries who have volunteer drivers to deliver prescriptions. LH to try and find out more information. BG had also mentioned the possibility at a previous meeting.	LH
8.3	The PPG are no longer receiving information from Healthwatch Devon, for example newsletters used to be distributed. LH to investigate.	LH
9.0	Part 2 Minutes - None	
10.0	Dates of next meetings: 15 May at 5.45. SB to send ST the meeting minute template as ST will take minutes next time in SB's absence.	SB

Correspondence to: Wallingbrook Health Centre, Back Lane, Chulmleigh,
Devon, EX18 7DL. Tel 01769 580295. Fax 01769 581045

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.

"Together we build happy, healthy communities"
www.wallingbrook.co.uk