

## PATIENT PARTICIPATION GROUP – MINUTES

Monday – 13<sup>th</sup> March 2017

**Present:** Bill Graham, Jack Earnshaw, Rosemary Rives-Roberts, Lucy Harris, Karen Acott, Dr Tim Burke, Sam Bunton

**Open forum**

**Apologies:** Anne Balcomb, Maggie Samuel, Susan Taylor

<b>1.0</b>	<b>Minutes of the last meeting</b>	
1.1	Minutes agreed. Add to website.	
<b>2.0</b>	<b>Matters Arising</b>	
2.1	<b>Feedback on extraordinary meeting between JE, RRR, KAC, LH and Dr Burke.</b>	
2.2	PPG and WHG have discussed issues that have arisen. RRR and LH also had a further meeting. Parameters now set and we can move on.	
2.3	<ul style="list-style-type: none"> <li>• PPG feel they could possibly come up with solutions to some of the problems we have, for example transporting medications to those in rural areas. BG suggested a box could be collected and dropped off to the Lapford coffee shop for the medication to be collected from there. KAC stated this would not be possible due to governance issues. The Lapford Post Office collection had satisfactory secure storage, a record of delivery for each patient and the items were delivered in a sealed box. Dr Burke added what would work is a collection of individual private arrangements. One person could come on behalf of 3 or 4 people and drop the medications to their house. BG will discuss with Lapford volunteer driver group. One complication would be if patients have to pay for prescriptions, have an exemption etc. An audit trail would be advisable. Repeat list would need to be looked at. Patients could order via the online system and add a note saying who will collect their prescription.</li> <li>• RRR suggested the PPG members have certain skills that could be useful, for example people with hearing problems could be assisted by RRR who is quite willing to visit them to see how she can help. BG added his wife used to be a consultant so could help with children with sight and hearing problems, this could help the parents.</li> <li>• The PPG could hold their own away day meeting where they can brainstorm ideas to solve problems.</li> <li>• RRR also stated that the audiology department at NDDH has been marked as 'excellent'.</li> </ul>	PPG
<b>3.0</b>	<b>Forum Feedback</b>	
3.1	EPS – JE understands WHG's business decision. JE has fed back to patient who raised this and they have not come back to him so far.	
3.2	Terms of Reference group – BG happy to review the TOR on his own.	
3.3	Interview for Sue Ware – RRR has asked AB if she would like to attend as well. This is being arranged.	RRR and AB
3.4	There will be one dedicated PA for WPPG, Sam Bunton.	

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Devon, EX18 7DL. Tel 01769 580295. Fax 01769 581045

VAT Registration Number 879082282

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<b>4.0</b>	<b>WHG Update</b>	
4.1	<ul style="list-style-type: none"> <li>• WHG are currently looking at future clinical rotas and recruitment. We have secured a new clinician who is starting at the beginning of July.</li> <li>• Dr Jarvie is starting on the 13 April. We will keep PPG informed about any future succession planning changes.</li> <li>• Dr Wilson-Smith leaves end of March, Dr Guildford leaves at the end of June. We will lose 6 doctor sessions but gain 6 sessions. Dr Guildford's patients will be allocated between the remaining partners but patients will obviously still be free to see who they would like to. Dr Burke will move to Mondays and Tuesdays and Dr Jarvie will work Thursdays and Fridays.</li> <li>• WHG are looking at the appointment system at the moment. We have reduced the Same Day clinics and changed them to Rapid Access; this is for problems which are urgent for that day. This has improved routine availability and we are then dealing with same day problems on the day.</li> <li>• What about patients who do not wish to give information about why they need an appointment? This will be discussed with the duty doctor for them to triage.</li> </ul>	
4.2	Patients still approaching JE with issues regarding the lack of over the counter medications. They are still finding it difficult to obtain certain products. JE will approach Burrington Village Shop to see if they can stock any products. The shop could speak to KAC and she can support them on what products to stock. KAC has a list of medications that patients should keep at home, home remedy kit. This has been displayed in the surgeries. LH to email the list to all PPG members.	LH
<b>5.0</b>	<b>Winkleigh/Lapford/Burrington</b>	
5.1	<ul style="list-style-type: none"> <li>• No Winkleigh representatives.</li> <li>• BG now has noticeboard for Lapford. BG will put up some information leaflets from the surgery, publicise flu clinics etc.. LH to try and source a leaflet box. Lapford are looking at building a bigger community centre which would include a bigger sports hall, a first aid area and possibly room for therapy sessions.</li> <li>• No news from Burrington other than some more fitness classes which JE will email WHG with details of for the directory we are building.</li> </ul>	LH
<b>6.0</b>	<b>Healthy Living Week</b>	
6.1	MS not present but RRR discussed that there were only about 2 or 3 patients who took up sport following the healthy living week. The PPG could look at what changes should be made/what alternatives could be created. MS is building a list of activities in the area.	
<b>7.0</b>	<b>Newsletter</b>	
7.1	Being distributed over the next week. JE asked how many go out via email. LH to confirm exact numbers. We are hoping to reduce numbers. WHG were wondering if we can stop putting them in prescription bags, other than those who have a delivery service. All agreed this was a good idea. Newsletters	LH

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	could be displayed on the counter and offered to patients by the front counter assistant.	
<b>8.0</b>	<b>Any other business</b>	
	Meeting held recently regarding Chulmleigh Sports Hall but representative from the school did not attend. At present the leisure centre is still open to the public but not being run by CRA. Need to know exactly what they are doing. WHG are recommending patients attend leisure centres etc. and they are taking this facility away. Approach them jointly – WHG and PPG. WHG to draft letter to governing body/board of directors as we have not been officially informed, and liaise with RRR for approval. LH to email.	LH
<b>9.0</b>	<b>Part 2 Minutes - None</b>	
<b>10.0</b>	<b>Dates of next meetings: Thursday 6 April at 5.45pm.</b>	

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