

PATIENT PARTICIPATION GROUP – MINUTES

Thursday 18 March 2021 – via Zoom

Present: Jack Earnshaw (JE), Sue Ware (SW), Bill Graham (BG), Maggie Samuel (MS), Lucy Harris (LH), Kate Burns (KB).

1.	Apologies: Rosemary Rives-Roberts (RRR), Susan Manley (SM)	
2.	Approve minutes of previous meeting (28 January 2021)	Approved
3.	Matters arising - See minutes No actions from the 28 January 2021 minutes	
4.	<p>WHG update - March 2021</p> <p>COVID Vaccination Update</p> <p>Invitations: Currently 7/8/9. Awaiting updates re. group 10-12</p> <p>Practice Feedback:</p> <ul style="list-style-type: none"> • Patients not arriving for their appointments or cancelling. National booking sending invites at the same time as practices which is confusing and duplicating work. • Introducing new technology for patients to book via an SMS message (this could also be used for flu) <p>Vaccination Site & registered delivery address for vaccine: Lords Meadow Leisure Centre. The vaccine will not be delivered to any other site.</p> <p>Staffing Levels Employed an additional administrator to support clinics</p> <p>Portacabin The Portacabin will be removed at the end of March. The Landlords licence expires at end of March, thankfully the cabin has had very limited use. We will revert to our previous plan to see any patients with symptoms.</p> <p>Staffing</p> <ul style="list-style-type: none"> • New Dispensary Counter Assistant – Jacqui LeFeuvre • Welcomed back Sarah Rowley our joint PS Lead in March <p>Month of Birth We have called April patients and are booking patient appointments.</p> <p>PCN No PCN staffing news.</p> <p>GP Vacancy We are shortly interviewing and will provide an update in due course.</p>	

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

VAT Registration Number 879082282

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CQC

Overdue inspection, just awaiting invite to arrive.

Questions and updates from the group:

1. **JE:** fed back he had received nothing but praise for the operations at Lords Meadow Vaccination site.
2. **MS:** wondered why patients received a vaccination invitation letter rather than a telephone call.
LH: explained the practice does not get enough notice of the vaccination deliveries or have the capacity to telephone large numbers of patients for each vaccination clinic. We need to give patients a lot of information, letters are the quickest option.
3. **MS:** wondered how many patients don't turn up for their vaccination appointment.
LH: explained it is a lot, patients are not cancelling, staff then telephone from the clinic to call in people from the waiting list, all very time consuming.
4. **JE:** do we get told if patients have had the vaccine elsewhere.
LH: explained a message is sent to SystmOne if a vaccination has been given elsewhere. However, we do not know if patients have an appointment booked elsewhere.
5. **BG:** will the shortage of vaccines effect the delivery of second vaccinations
LH: We've been advised 2nd vaccines will go ahead.
6. **MS:** have we started vaccinating second vaccines?
LH: the PCN are waiting for confirmation of the deliveries, to then start the clinic planning.
7. **MS:** A patient has not received a month of birth follow up, following a month of birth review in January.
LH: Patient's are contacted if there is an issue with test results. Patients can obtain test result information from the NHS App or SystmOnline or alternatively call the surgery to find out.
8. **LH:** Patients requiring proof of their COVID-19 Vaccinations can access this via the NHS App or SystmOnline. Patients should avoid telephoning the practice to get confirmation if at all possible.
9. **JE:** Noticed a medicine blister pack recycling box in Dispensary.
LH: This is a new initiative which we have just joined, we will be advising patients once the media material has been created.
SW: Could Winkleigh also have a box?
10. **JE:** Is the Inhaler recycling scheme continuing through the pandemic?

LH to find out

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	Dispensary confirmed the scheme has been temporarily suspended with no confirmed return date. Dispensary are still able to take old inhalers however currently they are disposed of rather than recycled.	
5.	Wellness Activities – to note these are on-going topics with no activity <ul style="list-style-type: none"> • Rural isolation – no update due to the pandemic • Walking Groups – no update due to the pandemic • Self Care – no update due to the pandemic • Continuity Counts – no update due to the pandemic 	
6.	How to organise an Annual Patients’ Meeting – defer due to the pandemic.	
7.	Village Feedback from members - No feedback from villages	
8.	AOB – for information / to add to next agenda / urgent items No further items to be discussed.	
9.	Date of next meeting: <ul style="list-style-type: none"> • 25th April 2021 – email update • 18th May at 2pm – by Zoom 	

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