

PATIENT PARTICIPATION GROUP – MINUTES
Thursday 23 September 2021, 2pm - via Zoom

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

1.	Apologies: RRR, SM	
2.	Approve minutes of previous meeting (18 May 2021)	Approved
3.	Matters arising - See minutes	No matters arising
4.	<p>WHG update</p> <p>Chulmleigh</p> <p>Social distancing remains in Health Care settings. Chulmleigh reception is open for patients to access reception desk and check in screen. Additional patient safety measures have been introduced:</p> <ul style="list-style-type: none"> • notices at entrances informing patients not to enter if they have symptoms • patients are asked to wear masks • social distancing stickers on the floors • hand sanitising gel throughout the build • the doors are wedged open to reduce touch points • toilets facilities are cleaned throughout the day • waiting room chairs are placed to ensure patients can remain socially distanced • staff continue to wear PPE <p>Face to face appointments are provided, annual reviews are continuing, the practice was affected by the blood tube shortage, which is now over.</p> <p>Winkleigh</p> <p>Social distancing remains in Health Care settings, so Winkleigh operates with a one in/one out policy.</p> <p>Shelter</p> <p>The practice has obtained quotes to erect a shelter outside of Winkleigh Surgery for the winter months and awaiting TDC advice as to whether it can be erected. The shelter area would include seating.</p> <p>Recycling of Blister Packs – still on hold</p>	

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

VAT Registration Number 879082282

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Staffing

- Dr Gosrani is due to start a return-to-work programme in October
- Dr Jackson joined the team in August, Dr Jackson will be providing additional GP sessions
- Amber Snell is now undertaking the role of Health Care Assistant
- Lian Cureton is now joint Dispensary Lead along with Carly Jeffery.
- Cheryl Mann has left as Patient Services Advisor; however she offered to assist with upcoming COVID booster programme clinics.
- Linsie Guard has re-joined the team as Patient Services Advisor
- Justeen Randall has joined the team as Patient Services Advisor
- Hannah Baker has joined the PCN team in a new role as Pharmacy Technician. Hannah will predominantly be based in Chulmleigh but will work across the 5 PCN practices.

COVID Boosters

The boosters will be provided as a PCN service from Lords Meadow Leisure Centre. The PCN is currently negotiating with Mid Devon Council regarding the lease with the hope to start boosters on 9 Oct. As the Leisure Centre is now operating normally, the hall will only be available on Saturdays.

Booster vaccine doses will be available on the NHS for people most at risk from COVID-19 who have already had 2 doses of a vaccine.

This includes:

- people aged 50 and over
- people who live and work in care homes
- frontline health and social care workers
- people aged 16 and over with a health condition that puts them at high risk of getting seriously ill from COVID-19
- carers aged 16 and over
- people aged 16 and over who live with someone who is more likely to get infections (such as someone who has HIV, has had a transplant or is having certain treatments for cancer, lupus or rheumatoid arthritis)

People who are pregnant and in 1 of the eligible groups can also get a booster dose.

The JCVI 'advises a preference for the Pfizer-BioNTech (BNT162b2/ Comirnaty®) vaccine to be offered as the third booster dose irrespective of which product was used in the primary schedule.

Patients will not be able to receive their booster until 26 weeks after their 2nd dose. 15 min observation period post vaccine remains.

The PCN have decided not to co-administer vaccinations so not to delay

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delivery of the flu vaccinations as patients cannot receive their COVID vaccine until 26 weeks after their 2nd dose.

Children 12-15yr Covid Vaccination Programme

Starting in schools this week. Schools will be lead provider.

Telephone

Message

The telephone greeting messages have been reduced. We appreciate patients felt this was a lengthy process, however the information provided was at the request of NHS England and in place to ensure patients knew how they accessed services safely throughout the pandemic, ensuring patients and staff remained protected. We hope patients will approve the new shorter message.

New System

The PCN have been reviewing telephones systems and Wallingbrook will be changing their current provider at the beginning of December.

The new system provides:

- Record pop when patients call and click number within patient record to call
- Call reporting
- Queue positions announce
- Ability to send SMS
- Video Triage

The new system provider specialises in GP practice telephony and feedback from existing practices is incredibly positive. We hope the new system installation will be as smooth as possible!

Mid Devon Healthcare PCN

Practices

As many of you know currently, we are a group of 6 practices: Bow, Cheriton Bishop, Chiddenbrook, Mid Devon Medical Practice, New Valley and Wallingbrook. Both Crediton practices (Chiddenbrook and New Valley) merged in April and became Redlands, whilst both practices have continued to operate from their old sites, from October both practices will move into their new building Redlands Primary Care next to Tesco's in Crediton.

New Roles to be advertised shortly

- Dietician
- Care Coordinator for the Long COVID Programme

General Practice Data for Planning and Research Collection Extension

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	<p>The General Practice Data for Planning and Research (GPDfPR) Collection that was due to begin on the 1st September 2021 has been deferred by NHS Digital and no new start date has been set. This has been deferred by NHS Digital and the Department of Health and Social Care to provide more time for engagement with GP Practices, patients, health charities and other organisations to strengthen the plan and implementation of the extraction.</p> <p>There are 4 key areas that are being worked on and will need to be met before the extraction takes place. The key areas are:</p> <ol style="list-style-type: none"> 1. The ability for a patient's data to be deleted if they choose to opt-out of sharing their GP data with NHS Digital, even if this is after the data has been uploaded. 2. The backlog of opt-outs has been fully cleared. 3. A Trusted Research Environment (TRE) has been developed and implemented by NHS Digital, which would mean that approved researchers can work securely on de-identified patient data which does not leave the environment, offering further protections and privacy whilst allowing collaborations with trusted researchers to further benefit patients. 4. Ensure patients have more awareness of the scheme through a campaign of engagement and communication. <p>Once the 4 steps are implemented, a new start date for the extraction will be implemented. Practices will be contacted as soon as a new start date is agreed with further guidance on any steps practice will need to take to support the implementation.</p>	
<p>5.</p>	<p>Wellness Activities – to note these are on-going topics with little activity, but as things restart a review of local activities is necessary to update the info.</p> <ul style="list-style-type: none"> • Rural isolation • Walking Groups • Self Care <p>Continuity Counts: data good- good score</p>	<p>MS, BG, SW, JE.</p>
<p>6.</p>	<p>Annual Patients meeting: postponed to spring</p>	
<p>7.</p>	<p>Village Feedback from members Car services: Chulmleigh Parish Council scheme is not advertised by WHG. Lapford Car Service is online. One patient had MoB recall invite sent to junk as they did not realise mjog was WHG. One patient felt that feedback via HCA was not as good as a Dr giving it. Dr's have limited time to contact patients, but HCA could offer a telephone appointment with Dr if patient had complex questions to ask. One patient concerned about data privacy with econsult. As explained above under item 4, the implementation of this is now postponed.</p>	

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8.	AOB – for information / to add to next agenda / urgent item	
9.	Date of next meeting: 25 November at 2pm- location to be confirmed later.	

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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