

## PATIENT PARTICIPATION GROUP – MINUTES

Thurs 21 April 2022 at 2:00pm

Location: Virtual Meeting by Zoom

Present: Jack Earnshaw (JE), Maggie Samuel (MS), Sue Ware (SW), Shelley Sherman (SS), Bill Graham (BG), Kate Burns (KB)

1.	Apologies: Lucy Harris (LH), Susan Manley (SM), Jill Doe (JD), Rosemary Rives-Roberts (RRR)	
2.	Approve minutes of last meeting	Approved
3.	Matters arising - See minutes	No matters arising from the previous minutes
4.	<p>WHG Update: (KB read this on LH behalf)</p> <p><b>Staffing Update:</b></p> <p><b>Sickness</b> We are experiencing significant staffing shortages across the whole practice due to COVID isolations. This is obviously affecting appointment availability and appointments have often been moved at short notice. We can only apologise for the inconvenience this is causing patients. We are very fortunate that the team have been incredibly flexible and covered shifts where possible. Unfortunately, due to GP &amp; PN locum shortages, we are not able to book locum cover at short notice when the clinical staff are unwell.</p> <p><b>New Role – Operations Manager</b> We are delighted to announce that Sarah Rowley is the practice's new Operations Manager, Sarah was formerly the Patient Services Lead and has worked at the practice for 17 years. Sarah will be assisting the Managing Partner in all aspects of the operational management of the practice.</p> <p><b>Nursing Team</b> We said goodbye to Sophie Dixon in March after 11 years at the practice due to relocation and have welcomed Practice Nurses Kate Crane and Niamh Evans to the team, both are currently undergoing their induction programmes.</p> <p><b>Patient Services</b> We said farewell to Emily Cann in February and saying farewell to Karen Povey who is retiring in June after 6 years at the practice and Catlin Talbot after 7.5 years. All 3 staff are very experienced members of the team who will be greatly missed. 2 new members of the team have joined in the last couple of weeks: Abbi Wiltshire and Sally Bissett. We will also be advertising for another member of the team over the forthcoming days.</p>	

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

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.

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**PCN:****Paramedic**

We said goodbye to Terry Hawkins at the end of January, Terry has a new role closer to home.

We welcome a new PCN paramedic, Darren Cotgrove.

**First Contact Physio**

Wallingbrook's provision of the FCP service will be increasing the summer by 1 additional day per week.

**Mid Devon Healthcare Wellbeing Team Services current offerings:**

- Coffee Mornings - The group are running a monthly coffee morning on the 3rd Thursday of the month at Chulmleigh Golf Course
- Online Weekly Mindfulness & Deep Relaxation Session – Tuesdays from 18:30-19:00
- Meditation for Wellbeing on Fridays 10:00-10:45
- Monthly online crafting group – 2nd Tuesday of the month
- Hosting grief cafés from May 9th (5 week course)

Currently the team are looking to devise some emergency mental health support online courses, more details to follow.

To access more information re these services, the team have a Mid Devon Health & Wellbeing Facebook page or Simon and Paula can be contacted directly, details can be found on our website.

**COVID Info:**

As many of you are likely to be aware from the media, from Monday 21 March 2022, people aged 75 years and older, residents in care homes for older people, and those aged 12 years and over with a weakened immune system received an invite from the NHS offering a spring booster of coronavirus (COVID-19) vaccine.

As you know Lords Meadow Leisure Centre local vaccination site is now closed. The PCN have requested permission from the CCG to hold vaccination clinics at individual practice where staffing levels and workload allows to do so.

Mass vaccination sites at Exeter and Barnstaple remain open and many practices and PCNs have stopped offering the vaccination service.

As a PCN and practice we took the decision to provide a weekend clinic on 10 April due to our high elderly population, lack of public transport and the distance patients are required to travel. Over 700 patients were invited to clinic.

The housebound patients' visits are planned, and patients will be visited in the forthcoming weeks.

We continue to post updates of walk in clinic availability on our Facebook pages

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	<p>and this also feeds into our website.</p> <p><b>Winkleigh Surgery:</b></p> <p><b>Shelter</b> Installed at end of January.</p> <p><b>Additional staffing</b> We have reintroduced 2 clinicians to the surgery to increase provision (when staffing allows).</p> <p><b>Face Masks - NHS Latest Info:</b> Facemasks for staff and visitors in Health &amp; Social Care settings will remain as an Infection Prevention Control measure.</p> <p><b>Online Medical Records Access Update:</b> Patients with existing online accounts such as through the NHS App will have more information available in their health records from July 2022 (this had previously been scheduled for April). Electronic results and letters will not form part of the record until they are electronically filed by the practice.</p> <p>New online users set up after July will receive this level of access by default.</p> <p><b>Flu Changes:</b> The JCVI and Department of Health &amp; Social Care have amended this year's eligible cohorts. The following cohorts are no longer included:</p> <ul style="list-style-type: none"> <li>• those aged 50 to 64 years</li> <li>• secondary school children in Years 7 to 11 (i.e., between 11 and 15 years of age)</li> </ul> <p><b>Community Groups:</b></p> <p><b>Parish Services/Groups</b> Elaine Cook and Rev Rockey have recently contacted the Health Centre to share information regarding the local parish the group and services currently offered (Food Bank, Wednesday Cafe and Clothing Swop services). Both have been put in touch with the PCN Wellbeing Team to ensure services are shared and patients can be signposted as appropriate.</p> <p>Focus Group to discuss online and video appointments For over 50s with hospitals and GPs as part of the NHS Health consultation led by Devon Communities Together Ex Chief Executive Elaine Cook contacted the practice and asked for PPG representation, Maggie will be updating the group (as per the agenda) Parish Information It would be incredibly helpful to focus on the local groups again and refresh our lists, we hoped the PPG may be able to help with this.</p>	
5.	Wellness Activities – to note these are on-going topics with no current activity. When will they re-start?	

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	<ul style="list-style-type: none"> <li>• <b>Rural isolation:</b> Devon Communities Together Group is no longer active in Chulmleigh.</li> <li>• <b>Walking Groups:</b> MS confirmed the Eggesford Walking Group is still active.</li> <li>• <b>Self Care:</b> this point possibly refers to Self Care Week which is in November, I believe in the past the PPG have been involved with promoting this week.</li> <li>• <b>Continuity Counts:</b> This project is now complete. JE asked if there was a report on the findings. <ul style="list-style-type: none"> <li>• <b>Social prescribing:</b> Not discussed</li> </ul> </li> </ul>	<b>KB to ask for a report on the project.</b>
6.	Meeting at Chulmleigh Church re online access to GPs and Hospitals MS provided an update on the meeting held at Chulmleigh Church.	
9.	Village Feedback from members: No feedback from villages.  BG to email query regarding a Lapford Patient	<b>KB has forwarded email to LH &amp; Operations Manager Sarah (SR) to review</b>
10.	AOB – for information / to add to next agenda / urgent items  <b>MS:Voluntary Car Service:</b> MS updated the group on the Voluntary Car Service Open Meeting. The service may not continue as need new volunteer drivers.  <b>JE: Prescription delivery service provided by Okehampton Medical Centre on behalf of Wallingbrook:</b> is only for patients who have medication in blister packs.  <b>JE :Ratio of eConsult requests verses telephone triage requests:</b> approx. 50/50, however the figure does fluctuate both ways.  <b>JE: Dispensing of medication when pack size differs prescribes quantity:</b>	<b>KB to ask Dispensary Team Leads.</b>
11.	<b>Date of next meeting:</b> Thursday 26 May 2022 at 2pm via 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 Managing Partner who will be pleased to make an appointment to discuss the matter in confidence.*

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