

# PATIENT PARTICIPATION GROUP – MINUTES

Thurs 21 July 2022 at 2pm

Location : Wallingbrook Health Centre

**Present: Jack Earnshaw (JE) Maggie Samuel (MS), Mary Bavidge (MB), Susan Manley (SM), Shelley Sherman (SS)**

1.	Apologies:	RRR, BG, JD
2.	Welcome to new member – Mary Bavidge	JE welcomed MB to the group
3.	Approve minutes of last meeting	Approved.
4.	Matters arising - See minutes	<ul style="list-style-type: none"> <li>• MS attended H&amp;W Day felt went well but not best attended. Jubilee Event went well, but again perhaps not as well attended perhaps due to covid.</li> <li>• Royal Devon University Healthcare NHS Foundation Trust computer system in now in place.</li> <li>• Chulmleigh / Chawleigh Car Service: Meeting tomorrow, increase in volunteers. They hope to new chair and treasurer will be appointed. Winkleigh and Lapford also have their own service.</li> </ul>
5.	Election of Chairman & Vice Chairman (deferred from previous meeting)	<ul style="list-style-type: none"> <li>• Shelly Sherman voted in as Chairperson by JE and MS.</li> <li>• JE to ask JD is she would like to remain as Vice Chair.</li> <li>• LH thanked JE for all the work he has done as a chairperson.</li> </ul>
6.	Review the Terms of Reference	<ul style="list-style-type: none"> <li>• All present agreed remove the reference to having 15 minutes in private prior to the main meeting.</li> </ul> <p>**On review KB realised this has already been updated in November 2018</p>
7.	<p>WHG Update: <b><u>Staffing Update</u></b></p> <p><b><u>Sickness</u></b> Unfortunately, we are still experiencing COVID related sickness across the teams, with a recent spike of cases.</p> <p><b><u>Team Updates</u></b> <b>Nursing Team</b> Our Practice Nurse who joined the team in May unfortunately left at the beginning of June due to family matters. We have several members of the team who have kindly offered to provide additional hours until our Practice Nurse on maternity leave returns which will meet the gap in service in provision.</p>	

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

VAT Registration Number 879082282

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### **Patient Services**

Our new PSAs: Abbi, Sally and Alisha are settling in well. The new team members replaced long serving staff who have recently left due to relocation and retirement.

We have 2 new members of the team starting in August; 1 to cover maternity leave and the 2<sup>nd</sup> member of the team to replace the hours of our Patient Services Lead Lizzie who leaves us tomorrow after nearly 5 years at the practice.

### **GP Team**

Unfortunately, Dr Hannah Jackson is leaving at the end of September, we are currently looking at recruitment options available.

### **PCN**

#### **Paramedic**

The new paramedic clinics provided on Tuesday and Friday mornings are working well, clinics are at full capacity.

- The group asked if a Paramedic was able to prescribe medication. LH confirmed our current employed Paramedics are unable to prescribe, however they liaise with the GP as part of the current consultation to arrange acute prescriptions.

### **First Contact Physio**

Wallingbrook's provision of the FCP service increased at the beginning of July.

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

- **Coffee Mornings** - The group are running a monthly coffee morning on the 3<sup>rd</sup> 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** – 2<sup>nd</sup> 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 Autumn Booster & Flu Vaccination**

As many will be aware from the media at the end of last week, this year's plan now includes the over 50s for both COVID and flu.

Our plan is to offer vaccination in the same clinic, here at Wallingbrook, if both vaccine stock is released at the same time. The clinics will be based around the flu vaccination availability.

The over 50 (50-64 healthy patients) vaccines will not be issued until a later date, likely to be end of Oct/beginning of Nov.

As you know vaccine deliveries are subject to change at very short notice as they have in previous years.

We intend on contacting patient via text and email as we have in previous years which will

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provide an individualised direct link to the appointment booking system where we have permission on patients records to contact them in this manner.

### Winkleigh Surgery

We are looking to reopen the waiting room at Winkleigh and plan to undertake this as soon as staffing allows.

### Online Medical Records Access Update

Patients with existing online accounts such as through the NHS App will have more information available in their health records from November 2022 (this had previously been scheduled for April, then July)

Electronic results and letters will not form part of the record until they are electronically filed by the practice.

New online users set up after November will receive this level of access by default.

We expect to hear more information shortly.

### New MOB Questionnaires

We are currently trailing month of birth questionnaires for patients who have asthma and take the contraceptive pill, to obtain information pre- appointment. Patients will receive an individualised link, when completed this goes directly to the practice to be checked by a clinician and saved into the patient records. In some cases, the clinical team will deem they have necessary information from the questionnaire to update patients' medication for a further year without seeing the patient. For example, if a patient takes the contraceptive pill, has recently had their blood pressure taken and there are no concerns identified within the questionnaire.

### Patient Survey Results:

LH will email the link to the latest Patient Survey results.

### Citizen's Advice Service

Citizen's Advice Service is now available at Wallingbrook, they can offer advice on money, benefit, housing or employment problems. Their goal is to help everyone find a way forward, whatever problems they face. Once a referral is received an advisor will contact the patient direct.

### Winkleigh Planned Development

Lucy recently met with the local district councillor and village representatives regarding primary health care provision with the proposed developments in Winkleigh

There was some hope from the parish that there may be some section 106 monies, or the developer may offer some funding.

Lucy explained following discussion with the CCG, their current formulas used to calculate space required states we are 36.6% oversized, therefore we won't be eligible for 106 funding to expand existing space. According to the calculations provided, to exceed our existing space across both sites, we would need a further 2600 patients to register.

- **KB to email information on the PCN staff to the group.**
- **The group suggested the practice could promote the current Social Prescribers offerings in a flyer put in the repeat prescriptions**
- **LH to email the link to Patient Survey Results**

8.	Possible user training for SystmOnline, eConsult, NHS App and any other suggestions for PPG involvement in WHG	<ul style="list-style-type: none"><li>• Could Healthwatch provide some training?</li></ul>
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	activities	<ul style="list-style-type: none"> <li>LH / KB to review</li> </ul>
9.	<p>Village Feedback from members</p> <ul style="list-style-type: none"> <li>SM advised issue now when receiving texts messages on a basic mobile phone the messages are no longer visible, unable to open the 'see more'.</li> <li>Several of the group advised the message patients hear on telephoning is too long. LH advised we may be able to reduce it slightly, we will review, however the message is set by NHS England.</li> </ul>	<ul style="list-style-type: none"> <li>LH to discuss with IT.</li> <li>WHG to review answerphone message with a view to reducing the message length.</li> </ul>
10.	<p>AOB – for information / to add to next agenda / urgent items</p> <p>Website: KB to check names on PPG on website and update and see if website would accommodate Patient Participation Group as the heading rather than PPG.</p>	<ul style="list-style-type: none"> <li>KB to review PPG section on website</li> </ul>
11	<p>Date of next meeting:</p> <p>22 September at 2pm – Wallingbrook</p>	

*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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