

PATIENT PARTICIPATION GROUP – MINUTES
22 SEPTEMBER 2022
Location : Wallingbrook & Zoom

Present: Jack Earnshaw (JE), Mary Bavidge (MB), Shelley Sherman (SS), Rosemary Rives-Roberts (RRR) & Jill Doe (JD)
 Bill Graham (BG) via Zoom

1.	Apologies: SM, MS	
2.	Approve minutes of last meeting	Approved
3.	<p>Matters arising - See minutes:</p> <ul style="list-style-type: none"> • Car service – tabled below • PPG Page – under review • Answerphone message under review • IT training for the future. 	
4.	<p>WHG Update:</p> <p><u>Sickness</u> COVID related sickness across the teams is continuing!</p> <p>Clinical Staffing update We have recruited a full-time paramedic, Darren Cotgrove from Mon 26 September 2022.</p> <p><u>COVID Autumn Booster & Flu Vaccination</u> Who is invited?</p> <ul style="list-style-type: none"> • Initially 65+ and those with a long term health condition who are aged 18-64. • 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. <p>As I said last time, vaccine deliveries are subject to change at very short notice as they have in previous years , this has already happened this year for both vaccines and clinics and staffing have been rearranged twice already!</p> <p>Clinics at Chulmleigh Only (due to IT restrictions) Invites - We have contacted patients via text and email as we have in previous years which has provided an individualised direct link to the appointment booking system. Uptake was very impressive with this method and prevented blocked lines for routine calls.</p> <p>The COVID Vaccination service is a Primary Care Network service. There are additional complexities with the vaccination scheme, for example the vaccines are delivered to a central point on a weekly basis, we must then collect our vaccine from the site, the system we input the vaccination details is separate to that we input the flu vaccines so the team will be working with 2 IT systems on the day which will slow things down considerably.</p>	

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 Tel 01769 580295.

VAT Registration Number 879082282

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	<p>We have also been asked to incorporate Making Every Contact Count information into the service, the PCN have chosen to provide information leaflets informing patients of the Primary Care Network services we provide.</p> <p><u>Winkleigh Surgery</u> The waiting room has reopened.</p> <p><u>Online Medical Records Access Update</u> Patients with existing online accounts such as through the NHS App will have more information available in their health records from 1 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. Those who already have online access set up will not lose their existing access.</p> <p><u>eConsults</u> eConsult are currently working on shortening the length of their questionnaire, which I am sure will be welcome news to us all.</p> <p><u>Bank Holiday</u> We took the decision to remain open following the short notice additional bank holiday announcement. All the existing appointment bookings would have needed rescheduling. Due to current staffing shortages, we were concerned that we would lose another days' worth of appointments at short notice and recognised it was unlikely we could secure additional clinical sessions for the week and did not have the opportunity to prepare as we would normally for other planned bank holidays.</p> <p><u>Dispensary</u> We are looking at plans to refit our Chulmleigh Dispensary to create additional storage space and improve workflow for the team. We have invited 2 specialist dispensary planners to provide options for the area. The refit is likely to take place at the beginning of 2023, and involve a 4 day closure , 2 of those days being a Saturday and Sunday. Services will remain and be provided from front reception. We will obviously ensure we communicate our plans with the patients.</p> <p><u>Meeting with Shelley</u> Shelley and I plan to meet at the beginning October for a chairperson induction.</p>	
5.	Vice Chair – Jill Doe confirmed able to continue.	
6.	Report on Chawleigh & Chulmleigh Car Service MS had fed back to SS: 11 new drivers undergoing induction, plus existing 8 drivers bringing total	

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	<p>of 19 drivers for the service New chair 2 coordinators for Chawleigh, 2 coordinators for Chulmleigh Smallest cost £2 – Chulmleigh to Chulmleigh Largest Cost £5 – Lapford to Chulmleigh Services will restart shortly and will be well advertised.</p>	
7.	Village Feedback from members	
8.	<p>AOB – for information / to add to next agenda / urgent items</p> <p>Community Matron – JD asked if there is a local Community Matron. LH confirmed there is a Community Matron who covers both South Molton & Chulmleigh.</p> <p>Last paragraph of PPG minute template requires update to improve flow.</p>	
9.	Date of next meeting: 24 November at 2pm – Wallingbrook	

Patients are reminded that all questions and comments for the practice are welcome. You are welcome to contact the Patient Participation Group members, their contact details 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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