

# PATIENT PARTICIPATION GROUP MEETING MINUTES

Thursday 8 December, 2pm at Wallingbrook Health Centre

**Present:** Shelley Sherman (SS), Maggie Samuel (MS), Jack Earnshaw (JE), Lucy Harris (LH), Kate Burns (KB), Paula Martin (PM) (for approx. 20 mins)

**Apologies:** Susan Manley (SM), Jill Doe (JD), Mary Bavidge (MB), Bill Graham (BG)

<p>1.</p>	<p>Paula Martin, Wellbeing Coach for Mid Devon Healthcare Primary Care Network attending to provide an update of services offered from our Primary Care Network</p> <p><a href="#">Mid Devon Wellbeing   Crediton (facebook.com)</a></p> <p>Paula explained: The Mid Devon Wellbeing Service works for the Mid Devon Healthcare Primary Care Network covering the 4 GP practices within the PCN. The team provide one to one session with patients, social prescribing, coaching, and providing tips on how patients can help themselves.</p> <p>All the team meet patients at the PCN practices on dedicated days, at the patient's home or at a café / agreed venue</p> <p>Patients can be referred via a GP or can self refer using the contact information on the Mid Devon Wellbeing leaflet.</p> <p>The team also provided:</p> <ul style="list-style-type: none"><li>• A Grief Café over 5 weeks</li><li>• Get Unstuck Course: self-help course, plus follow on courses</li><li>• Mindfulness Meeting on a Friday</li><li>• A Coffee Mornings at Chulmleigh Golf Club, currently on a Wednesday</li><li>• Health &amp; Wellbeing Days; currently have been held at 2 of the PCN practices, Chulmleigh and Witheridge.</li></ul> <p>In the future the team are hoping to arrange a befriending service, create healthy drop in sessions.</p> <p>The service is currently advertised on the PCN practice websites, a dedicated Facebook and Instagram pages, a dedicated noticeboard in the practice waiting room, GP recommendation to patients and local area magazines.</p> <p>Where possible aims to collaboratively work alongside other organisations, e.g. Citizen's Advice, One Small Step.</p> <p>Paula and team keep a directory of local groups and activities.</p> <p><b>PPG Questions:</b> <b>SS:</b> could the service be promoted via the local groups and in parish magazine, e.g. provide a talk for Cameo. <b>JE:</b> Is the service proving to reduce patient's requirement for a GP appointment</p>	
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Correspondence to: Wallingbrook Health Centre, Back Lane, Chulmleigh, Devon, EX18 7DL.  
Tel 01769 580295.

VAT Registration Number 879082282

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	<p><b>Paula and Lucy</b> advised, absolutely, the practice has found that service users were not needing as frequent GP appointments.  <b>SS:</b> Men's Shed in Chulmleigh.  <b>Paula</b> advised: A Men's Shed is on the radar, along with cookery classes to teach youngsters how to cook and many more exciting ideas.</p> <p>Should any of the PPG Group have any questions about the service you are welcome to email Paula : <a href="mailto:d-icb.Wellbeing-mdhpcn@nhs.net">d-icb.Wellbeing-mdhpcn@nhs.net</a>  Paula may not respond right away, however will respond as soon as is able.</p>	
3.	Approve minutes of last meeting	<b>Approved</b>
4.	Matters arising - See minutes	<b>No matters arising</b>
5.	<p>WHG Update  <u><b>Staffing Update</b></u></p> <p><u><b>Team Updates</b></u></p> <ul style="list-style-type: none"> <li>• Experiencing more GP sickness, however we have been fortunate in securing locum cover</li> <li>• Advert in place for 2 salaried GPs</li> <li>• Patient Services Leads – after many changes in the team this year, we are very pleased to announce the appointment of joint Patient Services Leads, Linsie Guard and Justeen Randall. Linsie has worked at Wallingbrook for over 15 years in both admin and Patient Services and Justeen joined Wallingbrook in June 2021.</li> <li>• Glenn Miller, MH Practitioner service provided via the PCN.</li> </ul> <p><u><b>COVID Autumn Booster &amp; Flu Vaccination</b></u>  Clinics and visits are close to completion .</p> <p>COVID vaccination provision will be stopping at Wallingbrook and other PCN practices at the end of December.</p> <p>We appreciate that there will be a small no of patients that haven't received their vaccination yet but to the best of our knowledge, all eligible patients have received their invites and had the opportunity to book their appointments.</p> <p>Just so the group are aware, COVID vaccination is not delivered to the practice, the team have had to collect it each week from a central point, the vaccination does not come in a single dose vial, and we therefore arrange clinics with multiple patients. Once a vial is opened it must be used within 6hrs so the planning around the use of COVID vaccine to minimise wastage has been far trickier than the delivery of flu. NHS Devon will continue to advertise where patients can receive their vaccines.</p> <p>Vaccines given from WHG so far:</p> <ul style="list-style-type: none"> <li>• Flu <b>3084</b></li> <li>• Covid <b>2818</b></li> </ul>	

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	<p><b><u>Appointment changes</u></b> Project to be started to increase nursing team appointments online</p> <p><b><u>Dispensary</u></b> Following the last meetings update, dispensary refit is taking place Feb 2023, this will involve a 4 day closure , 2 of those days being a Saturday and Sunday.</p> <p>Services will remain and be provided from front reception. We will obviously ensure we communicate our plans with the patients.</p> <p>induction and I hope we will have the opportunity to discuss our survey results below.</p>	
6.	<ul style="list-style-type: none"> <li>• Local well-being groups and how they are utilised:</li> <li>• Ways for patients to contact PPG members: email?</li> <li>• Information to go onto the board and into 'The Chulm'</li> </ul>	<p>Please see the update from Paula Martin above</p> <p>Email advertised on website and noticeboard</p> <p>SS to forward any planned information to LH/KB prior to submitting to 'The Chulm'</p>
7.	<p>Village Feedback from members</p> <p><b>Chulmleigh:</b> <b>MS:</b> Patient are continually raising the length of the telephone message when phoning the practice.</p> <p>No other village feedback.</p>	<p>LH to review current message.</p>
8.	<p>AOB – for information / to add to next agenda / urgent items</p> <p>All agenda items to be forwarded to Shelley 10 days in advance</p> <p>KB to forward the 2023 meeting dates to the group</p> <p><b>JE:</b> Has the Devon Referral Support Service (DRSS) process changed?</p> <p><b>MS:</b> Could we recruit new PPG Members from the Winkleigh and Chawleigh parishes</p>	<p>All PPG members</p> <p>KB</p> <p>LH</p> <p>KB to create poster and forward to Shelley</p>

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	<p><b>SS:</b> How is Darren Cotgrove clinics going?  <b>LH:</b> advised Darren's clinics are fully booked and going very well.</p> <p><b>JE:</b> Online Medical Records Access: JE fed back that on gaining full access to own medical records found that could now only see own medical records from November, the coded version provided more information, so has reverted to the coded version.</p>	<p>and use FB to advertise.</p> <p>LH to review</p>
<b>9.</b>	Date of next meeting: Thursday 26 January at 2pm	

*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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