

PATIENT PARTICIPATION GROUP MEETING MINUTES

Thursday 30 March 2023, 2pm at Wallingbrook Health Centre

Present: Shelley Sherman (SS), Jack Earnshaw (JE), Lucy Harris (LH), Kate Burns (KB) (minutes)

1.	Apologies: Mary Bavidge (MB), Bill Graham (BG), Maggie Samuel (MS), Rosemary Rives- Roberts (RRR)	
2.	Approve minutes of last meeting	Approved
3.	<p>Matters arising - See minutes</p> <p>LH to review to current telephone message: Current telephone message has now been updated, thank you to Maggie and Terry for their input on this.</p> <p>LH to chase re referral service: DRSS are the central logging system for referrals. Pre covid, patients used to be able to 'choose and book'. DRSS sent them a letter to call and discuss referral location and wait times of different hospitals and their options. Since covid DRSS send the referral to the nearest provider, for us this is NDDH, unless specified by the GP. We are unsure of when their process changed, our Patient Care Coordinator Team highlighted this as the GPs were continuing to write which hospital and the team noticed DRSS started to send all referrals to NDDH regardless of which hospital was requested. We now email DRSS and advise if the referral needs to be sent elsewhere.</p> <p>2 week wait referrals do go direct to the provider, NDDH or RDUH. If it is a routine referral the location is always Devon Referral Support Service for them to triage before being sent to the hospital.</p> <p>KB to create posters to recruit new PPG members: KB has created some options and once the suggested amendments have been made will email them for the group to review.</p> <p>KB to email activity sheets:</p> <p>Date of APM: KB is liaising with Jo Harris (MDHPCN Clinical Director) and the Social Prescribing Team to get a mutually suitable date and will then liaise with the group.</p> <p>JE to review website: JE is reviewing the website</p>	<p>Complete</p> <p>Complete</p> <p>KB will email examples once created</p> <p>Done 03/04/23</p> <p>KB</p> <p>JE</p>
4.	<p>Village Feedback from members</p> <p>SS: Is there is a list of GP's and Nurse living in the locality that called be called upon in an emergency? LH advised the 999 Emergency Services would be the appropriate contact in this situation.</p>	
5.	<p>AOB – for information / to add to next agenda / urgent items</p> <p>2023 Meeting Dates:</p> <ul style="list-style-type: none"> • Thurs 25 May • Thurs 27 July • Thurs 28 September – could we reschedule to Thurs 21 Sept, as the 28/09/23 is a PCN 	All PPG Group to confirm Sept meeting date change

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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	<p>Training afternoon?</p> <ul style="list-style-type: none"> • Thurs 23 November <p>APM: Jo Harris, Clinical Director of the MDHPCN available early July, KB has emailed Paula Martin regarding Social Prescribing Team availability 30.03.23 Ask Jo availability.</p> <p>Newsletter: KB showed those present the progress with the newsletter. JE suggested we could add in the contact information for One Small Step, Alcoholics Anonymous and other groups that patients may find useful.</p> <p>Telephone System Issues: JE wondered how the practice managed if the telephone system went down. LH: advised we have mobile phones to use should this happen. The system we have is very good and there have been very few issues since it was installed.</p>	<p>KB</p> <p>KB</p>
6.	Date of next meeting: Thurs 25 May, 2pm at 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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