

# PATIENT PARTICIPATION GROUP MEETING MINUTES

## Monday 5 February 2024, 2pm at Wallingbrook Health Centre

**Present:** Shelley Sherman, Maggie Samuel, Jack Earnshaw, Andrew Warner, Mary Bavidge, Rosemary Rives-Roberts, Lucy Harris & Becky Horton

<b>1</b>	Apologies: Bill Graham																																																																																																																																							
<b>2</b>	Approve minutes of previous meeting – approved.																																																																																																																																							
<b>3</b>	Matters arising – no matters arising.																																																																																																																																							
<b>4</b>	<p>WHG Update Team Update GP Trainee Update</p> <ul style="list-style-type: none"> <li>Dr Kunal Lather time at Wallingbrook has been extended to the end of March 2024</li> <li>We welcome Dr Kayleigh North this week, Dr North will be with us until August 2024</li> <li>Dr Guildford is taking some time away from the practice from March until June, we are therefore in the process of obtaining cover.</li> </ul> <p>Non-Clinical Staff</p> <ul style="list-style-type: none"> <li>Due to our Business Services Coordinator vacancy, we have recruited a 2<sup>nd</sup> member of the Patient Services Team as a part-time Business Services Coordinator, Amy Darley. This has created a further vacancy within the Patient Services Team.</li> <li>Carly Jeffery, Dispensary Team Lead left the practice after 16 years' service at the end of December 2023. Julie James has been promoted to team lead. Julie has a wealth of experience and knowledge and has worked for the practice for over 20 years.</li> </ul> <p>Friends and Family Survey</p> <p>Results from January's friends and family survey were as illustrated -</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th></th> <th>No</th> <th>%</th> <th>No</th> <th>%</th> <th>No</th> <th>%</th> <th>No</th> <th>%</th> <th>No</th> <th>%</th> <th>No</th> <th>%</th> <th>No</th> <th>%</th> </tr> <tr> <th>Response</th> <th colspan="2">July</th> <th colspan="2">Aug</th> <th colspan="2">Sept</th> <th colspan="2">Oct</th> <th colspan="2">Nov</th> <th colspan="2">Dec</th> <th colspan="2">Jan</th> </tr> </thead> <tbody> <tr> <td>Very Good</td> <td>273</td> <td>87.2%</td> <td>274</td> <td>87.00%</td> <td>422</td> <td>90.8%</td> <td>454</td> <td>90.8%</td> <td>264</td> <td>90.7%</td> <td>222</td> <td>90.6%</td> <td>273</td> <td>92.9%</td> </tr> <tr> <td>Good</td> <td>29</td> <td>9.0%</td> <td>22</td> <td>9.00%</td> <td>25</td> <td>5.4%</td> <td>31</td> <td>6.2%</td> <td>17</td> <td>5.8%</td> <td>16</td> <td>6.5%</td> <td>13</td> <td>4.4%</td> </tr> <tr> <td>Neither Good Nor Poor</td> <td>5</td> <td>2.0%</td> <td>6</td> <td>2%</td> <td>9</td> <td>1.9%</td> <td>9</td> <td>1.8%</td> <td>4</td> <td>1.4%</td> <td>3</td> <td>1.2%</td> <td>1</td> <td>0.3%</td> </tr> <tr> <td>Poor</td> <td>2</td> <td>1.0%</td> <td>2</td> <td>1%</td> <td>1</td> <td>0.2%</td> <td>6</td> <td>1.2%</td> <td>2</td> <td>0.7%</td> <td>0</td> <td>0.0%</td> <td>1</td> <td>0.3%</td> </tr> <tr> <td>Very poor</td> <td>4</td> <td>1.0%</td> <td>6</td> <td>1%</td> <td>7</td> <td>1.5%</td> <td>0</td> <td>0.0%</td> <td>2</td> <td>0.7%</td> <td>1</td> <td>0.4%</td> <td>3</td> <td>1.0%</td> </tr> <tr> <td>Don't Know</td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td>0.2%</td> <td></td> <td></td> <td>2</td> <td>0.7%</td> <td>3</td> <td>1.2%</td> <td>3</td> <td>1.0%</td> </tr> <tr> <td>No of responses</td> <td>313</td> <td></td> <td>310</td> <td></td> <td>465</td> <td></td> <td>500</td> <td></td> <td>291</td> <td></td> <td>245</td> <td></td> <td>294</td> <td></td> </tr> </tbody> </table> <p>The 3 comments we received for 'very poor', were patients reporting they didn't receive their telephone calls from the practice within the expected timeframe. LH is reviewing this with the team.</p>		No	%	No	%	No	%	No	%	No	%	No	%	No	%	Response	July		Aug		Sept		Oct		Nov		Dec		Jan		Very Good	273	87.2%	274	87.00%	422	90.8%	454	90.8%	264	90.7%	222	90.6%	273	92.9%	Good	29	9.0%	22	9.00%	25	5.4%	31	6.2%	17	5.8%	16	6.5%	13	4.4%	Neither Good Nor Poor	5	2.0%	6	2%	9	1.9%	9	1.8%	4	1.4%	3	1.2%	1	0.3%	Poor	2	1.0%	2	1%	1	0.2%	6	1.2%	2	0.7%	0	0.0%	1	0.3%	Very poor	4	1.0%	6	1%	7	1.5%	0	0.0%	2	0.7%	1	0.4%	3	1.0%	Don't Know					1	0.2%			2	0.7%	3	1.2%	3	1.0%	No of responses	313		310		465		500		291		245		294	
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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>Practice held events.</p> <ul style="list-style-type: none"> <li>• Digital Drop-in Session - Unfortunately the digital drop-in session wasn't a success. Walingbrook advertised via our website, Facebook and posters however, there were no attendees. MS reported that she did not receive any posters for this to put up throughout the community. It was suggested that the population that may find this session useful may not be active on social media or the website. LH to consider this for future events.</li> <li>• The Healthy Lifestyle Course – for diabetics and those looking for sustainable ways to lose weight and improve your health and wellbeing. Course looks at food &amp; nutrition, movement, lifestyle factors, relaxation and self-care.</li> </ul> <p>PCN News</p> <p>Current projects</p> <ul style="list-style-type: none"> <li>• Reviewing the possibility of starting group consultations for patients at risk of diabetes</li> <li>• Reviewing Dispensing ATMs as a group project, the potential of installing an ATM would hopefully resolve the opening hours feedback from our Dispensary Survey last year, giving improved access for prescription collection out of hours. LH is currently reviewing systems to fully understand their operation and any limitations. Proceeding with this would depend on gaining permission from both the landlord and council. Questions were raised regarding the maximum size the ATM could dispense – LH will have more information on this once all systems are reviewed. JE questioned if there would be a system for submitting a repeat prescription for the future collections which can currently be done in the dispensary.</li> <li>• Mid Devon Healthcare PCN have also been involved in a project to identify households in fuel poverty, those who consented were provide with free advice on how to make their home warmer and provided with free energy-saving measures such as LED lightbulbs and draft-proofing to cut costs. On average, a similar project in North Devon has saved households £500 on their energy bills.</li> </ul>	
5	<p>Winkleigh Branch Surgery Extension</p> <ul style="list-style-type: none"> <li>• LH distributed and gave explanation of the plans (see attached) for the extension to the Winkleigh branch surgery.</li> <li>• The timeframe for this project is very tight with work needing to be complete by the end of summer '24 to secure partial funding from NHS England</li> <li>• Currently awaiting planning permission outcome which is expected 07/02/24 given the update on the Torridge District Council portal.</li> <li>• Should planning be approved, a builder has been tasked to begin groundworks in March '24</li> <li>• Following this timeline, expected project completion is end of summer '24.</li> <li>• Meeting attendees raised the limited parking generally in Winkleigh but acknowledged that there is no solution to this.</li> </ul>	

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	<ul style="list-style-type: none"> <li>The question was raised as to whether the building work would necessitate a closure of Winkleigh surgery for any period of time. LH is working with the builders to ensure that the work is completed in a manner that causes the least disruption possible but there will be a time where access to the current building is unavailable. LH is exploring options for maintaining service provision in Winkleigh during this time.</li> </ul>	
6.	<p>Village Feedback from members</p> <ul style="list-style-type: none"> <li>No specific feedback</li> <li>MB raised some potential feedback she may have. LH suggested that if the person is happy to provide their name it allows for greater investigation of any issue.</li> <li>AW provided: <ul style="list-style-type: none"> <li>Updated list of community activities. LH to confirm details regarding sharing contact information for these in relation to data protection.</li> <li>Winkleigh Cares Directory- for consideration if additional contacts maybe useful</li> </ul> </li> <li>A question was raised regarding the reasoning behind switching the eConsult system off over the weekends. LH explained that this was due to safety concerns raised by the GPs around eConsults submitted over the weekend not being reviewed until Monday AM. Leading to the potential risk of something needing more immediate attention not receiving the most appropriate response. LH reiterated that any patient requiring immediate non-urgent medical attention outside of surgery opening hours should contact NHS11.</li> </ul>	
7.	<p>AOB – for information / to add to next agenda / urgent items.</p> <ul style="list-style-type: none"> <li>Annual Timetable requires reviewing and recirculating.</li> <li>Annual patient meeting date to be arranged.</li> <li>PPG newsletter, BH to work on this.</li> <li>Test email to be sent to ensure that all PPG members are receiving communications – please respond to acknowledge receipt.</li> <li>PPG policy is due to be reviewed (see attached)</li> </ul>	
8.	<p>Date of next meeting: Tuesday 26<sup>th</sup> March 2024 at 2pm</p>	

*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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## PPG Meeting Dates for 2024

- Thursday 25<sup>th</sup> January
- Tuesday 26<sup>th</sup> March (change of date)
- Thursday 23<sup>rd</sup> May
- Thursday 18<sup>th</sup> July
- Thursday 26<sup>th</sup> September
- Thursday 28<sup>th</sup> November

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