

# PATIENT PARTICIPATION GROUP MEETING MINUTES

Thursday 23 May, 2pm at Wallingbrook Health Centre

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

1	<b>Apologies:</b> Bill Graham and Maggie Samuel	
2	<b>Approve minutes of previous meeting</b>  Approved	
3	<b>Actions from Previous meeting</b>  Poster advertising PPG Annual Patient Meeting has been drafted and sent to MS for approval. Amendments suggested by MS have been made draft has been circulated to the PPG for sign off.  AW has been added to website. Still needs adding to notice board in Wallingbrook.  LH has answers to queries raised regarding Blood Pressure reading submission. These are included in item 4.	BH  BH
4	<b>WHG Update</b>  <b>Staffing</b> Dr Dawson vacancy – recruitment process ongoing. We welcomed Dr Langley as a GP Trainee this week.  <b>Winkleigh</b> Groundworks have started, there have been slight delays due to the requirement for SWW to undertake CCTV surveys, the building team hope to restart in the next couple of weeks,  <b>Spring Covid Vaccinations</b> 4 clinics (1 weekend and 3 evening clinics) have been completed, 1 remaining. <ul style="list-style-type: none"> <li>• Approx 920 vaccines given.</li> </ul>	

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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## FFT Data 23/24

### Family and Friends Test Data

	Number	%	Number	%	Number	%	Number	%	Number	%
Response	Dec		January		February		March		April	
Very Good	222	90.6%	273	92.9%	279	89.7%	293	89.9%	272	92.2%
Good	16	6.5%	13	4.4%	22	7.1%	27	8.3%	17	5.8%
Neither Good Nor Poor	3	1.2%	1	0.3%	3	1.0%	1	0.3%	1	0.3%
Poor	0	0.0%	1	0.3%	2	0.6%	1	0.3%	1	0.3%
Very Poor	1	0.4%	3	1.0%	3	1.0%	1	0.3%	1	0.3%
Don't know	3	1.2%	3	1.0%	2	0.6%	3	0.9%	3	1.0%
Total Number of Responses	245	100%	294	100.0%	311	100.0%	326	100.0%	295	100.0%

### eConsults and Triage Questionnaires Averages from Dec to March (med queries not included)

eConsult	Average	WHG Triage	Average
Monday	48	Monday	66
Tuesday	33	Tuesday	41
Wednesday	31	Wednesday	45
Thursday	28	Thursday	34
Friday	18	Friday	37
Saturday		Saturday	
Sunday	11	Sunday	

eConsults diverted	eConsults submitted	eConsults diverted
January	723	51
February	650	60
March	650	61
April	723	51

### Registration Figures

- Feb 23 – 7249
- March 24 – 7371
- Current - 7491

### Online Access - March 24

- NHS App - 2880
- SystemOne online – 3147

### Social Prescribing Team

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**Groups taking place in May 2024:**

- Every Monday – Meditation Online Sessions
- Every Friday – Mindfulness Online Sessions
- Healthy Lifestyle Course @ Redlands (5 weeks)
- Good Grief Café @ Redlands (final 3 sessions)
- 7th May – Bow Coffee Morning @ Bow Garden Centre
- 8th May – Pain Café @ Paint Pots, Crediton

**Retired Farmers Get Together**

37 booked to attend and 50 farmers turned up! This was held in the Red Deer, Crediton. This was even better than anticipated. Involve, FCN & Mid Devon Healthcare PCN collaborated.

**Child & Young Person Social Prescriber**

Rachael has settled into a great routine offering CYP Social Prescribing in QE & Chulmleigh schools. The feedback we are getting from teachers is that it is making a real difference to the young people.

**Newly Diagnosis Dementia Patients**

The Wellbeing Team are looking at how we can best support our newly diagnosed dementia patients and their partners/carers. We want to focus on the preventative work, giving the patient information how they can live well with their new diagnosis, what support is available to them/their partner/carer in their community. The team have completed a project around dementia and created some great information packs.

**Cancer Listening Event**

Great News... Following the Cancer Listening Event MacMillan have allocated Involve 5k to support our cancer patients and their families for the next 12 months. The team will meet to discuss how we can provide a monthly meet up to include refreshments.

**MOB Invites with booking links**

We are currently working on a system where we hope we can provide links to patients to book their own MOB appointments online, the patients will be sent a

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unique link which links to a specific appointment slots (with the right clinician and the right amount of time), we hope this provides improved access for patients making appointments as they will be able to make their appts 24/7, will reduce DNAs where in some cases we have made and sent appointments and reduces the incoming call volume.

### **Follow up actions from previous meetings**

#### **Differing experiences with submitting home BP readings experienced by PPG members**

This will vary from clinician to clinician depending on whether patients have provided SMS or email consent, processes are:

1. Paper form for patients to use and send back to the surgery
2. eConsult submission
3. AccuRx – a couple of templates available:
  - I. **5 Yearly Blood Pressure Request** - Your records show you are due a blood pressure check as we do not have a blood pressure reading recorded in the last 5 years. Please could you send a blood pressure reading into the surgery. If you do not have your own blood pressure machine, we have a blood pressure machine in the waiting room at Chulmleigh for your use, alternatively book an appointment with our Healthcare Assistant using the link below (one off BP reading sent through AccuRx)
  - II. **WHG Hypertension review** - Your records show you are due an annual hypertension review. Ideally, we need an up to date BP reading. Please click on the link to complete an online questionnaire <https://wallingbrook.webgp.com/reviews> Once received, a nurse will contact you to complete the review. If this is not suitable, please contact us and arrange a telephone call with the practice nurse. Thank you, Wallingbrook Health Group (one off BP reading returned via eConsult)
  - III. **Blood Pressure Questionnaire 4- or 7-day monitoring** - I'd like you to monitor your blood pressure at home. The link below will allow you to submit blood pressure readings. Please do this every morning (around 9am) and every evening (around 6pm) for 4 days. Please use this same link for all your readings. The message can be deferred for your chosen date.
  - IV. **Blood Pressure Questionnaire** - I'd like you to submit your blood pressure reading via the link below. Please contact us if you don't have a blood pressure monitor at home.

#### **Pre-diabetic group consults**

Planning to start in August

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	<p>boards and waiting room TV screens. Staff and GPs are aware of the service. LH to send a reminder to staff that this service is available. BH to add to next newsletter.</p> <p>MB had been given a letter from a patient – this was passed to LH to investigate.</p> <p>A concern had been raised in relation to NHS111 reports. A patient was told they would be contacted by their GP following a call to NHS111 but was not. LH explained that all out of hour reports are reviewed at 0730 and passed to the duty doctor if required. LH asked for patient details so she could investigate this case.</p> <p>Concerns over constant queues at Winkleigh branch surgery. Agreed that this was generally a result of medication collection. LH explained that a lack of space at has made storing and quickly locating filled prescriptions difficult. This will be alleviated by the new extension and installation of pharmacy shelving. LH is continuing to explore the possibility of an ATM type unit for prescription collection which would further alleviate pressures on the reception team.</p> <p>A query was raised as to the timing of prescription delivery to the Winkleigh branch surgery. LH explained that this was timed to coincide with the blood sample collection time which is 1230.</p>	<p>BH</p> <p>BH</p> <p>LH</p>
8.	<p><b>Any Other Business</b></p> <p>Clarification was required as to who would produce the agenda for the PPG meetings. After a discussion, it was agreed that this would be produced by Wallingbrook Health Group in liaison with all PPG members. Becky will contact all PPG members via email 3 weeks out from a PPG to request items to be included. The completed agenda will be sent to all member 2 weeks prior to the meeting.</p> <p>SS found the section regarding eligibility for shingles vaccination ion the newsletter confusing. BH explained that this wording was taken from NHS England but agreed that this could have been made clearer. Eligibility for shingles vaccine can be check by reception.</p> <p>BH requested that PPG members inform her of any topics they would like included in the next newsletter.</p>	
9.	Date of next meeting: Thursday 18 July 2024 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*

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*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.*

## **PPG Meeting Dates for 2024**

- Thursday 25<sup>th</sup> January
- Thursday 26<sup>th</sup> March
- 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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