

**PATIENT PARTICIPATION GROUP MEETING MINUTES**  
**Tuesday 3 Feb 2025, 11am at Wallingbrook Health Centre**

**Present:** Shelley Sherman, Jack Earnshaw, Maggie Samuel, Mary Bavidge, Lucy Harris & Becky Horton (minute taking)

1.	<b>Apologies:</b> Bill Graham, Andrew Warner & Rosemary Rives-Roberts	
2.	<b>Approve minutes of previous meeting</b> Approved	
3.	<b>Actions from Previous meeting</b> <ol style="list-style-type: none"> <li>1. Voluntary car services added to waiting room TV screens.</li> <li>2. Awaiting updated details for Winkleigh car service.</li> <li>3. Request to advertise need for Chulmleigh drivers for South Molton Hospital Transport – added to newsletter.</li> <li>4. LH to follow up with landlord regarding dispensary door. Explore the possibility of doorbell to alert staff to assist.</li> <li>5. Button for second reception door needs to be hit in certain place to work – not very responsive</li> <li>6. Query around a patient's MOB review from previous minutes – LH to investigate and feedback</li> </ol>	<ol style="list-style-type: none"> <li>1. No Action</li> <li>2. No Action</li> <li>3. No Action</li> <li>4. LH to follow up with landlord</li> <li>5. LH to investigate</li> <li>6. LH to investigate and feedback to patient</li> </ol>
4.	<b>Election of Chair TOR</b> states 3yr, officers only in 2yr  Agreed not required at this stage under Terms of Reference (TOR)	BH – send a copy of TOR to all members, paper copies to be posted  All members– Review TOR and feedback at next meeting
5.	<b>Election of Vice-Chair TOR</b> states 3yr, officers only in 2yr  Agreed not required at this stage under Terms of Reference (TOR)	
6.	<b>WHG Update</b>	

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\*Please note that all calls to and from the surgery are recorded and may be monitored for quality and training purposes.

**“Together we build happy, healthy communities”**

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**Staffing**

We say goodbye to:

- Dr Lizzie Thomas, Trainee GP. Dr Thomas is moving on to her next training placement.
- Sam Caunter, Paramedic.

We welcome:

- Jo Govier, Trainee Dispenser covering maternity leave
- Sam Field, Practice Nurse covering maternity leave
- Christopher McClarty, GP Trainee

**Group Consultations**

We held our second group consultation in January, focusing again on pre-diabetes. The clinics focus on education around lifestyle changes in the hope we can prevent the progression of diabetes. We continue to look at the benefits of group consultations with the aim to introduce this to other disease areas. We have had good feedback from the first group consultations.

**Vaccination Clinics**

- COVID vaccination clinics finished on 31 Jan 2025. The new spring booster starts on 01 April, we are awaiting details of vaccine availability to organise clinics.
- Flu vaccinations finish on 31 March 25. 2 invites have been sent to all eligible patients. Dedicated clinics have finished; however, we are still offering eligible patients (who remain unvaccinated) the opportunity to receive their vaccinations.
- RSV – We are now holding monthly clinics for RSV vaccination. For those that are unable to make the monthly clinic dates we are offering appointments in standard nursing clinic time.
- Pneumo/Shingles – We are now holding monthly clinics for the Pneumo/Shingles vaccination. For those that are unable to make the monthly clinic dates we are offering appointments in standard nursing clinic time.

Those with SMS consent, will receive invitations via text with a booking link that patients can follow to book their appointments direct.

**Cervical Smear Catch up**

Those who have not responded to the national invite for routine screening are being invited directly by Wallingbrook to book their appointments. This is in an attempt to improve uptake; we are offering texts with direct booking links in the hope this maybe more convenient. We are also sending letters which include the hospital drop-in clinics, enhanced evening and weekend appointments for those who find it difficult to arrange appointments Monday to Friday during surgery opening hours.

### Bowel Screening

Those who have not attended their bowel screening as a result of the national screening programme are now being sent a text to say we notice you haven't responded; we are also providing those patients with advice as to how to obtain a kit.

### MOB Invites with booking links

Since sending our MOB invites with booking links in September, we have had a 30% uptake of patients booking their appointments online. Our next step is developing patient information resources that better explain the security and purpose of these links to help alleviate concerns and encourage more patients to use this efficient booking method.

### FFT Data

	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
<b>Response Rate</b>					
Very Good	90.1%	89.1%	91.6%	85.2%	86.6%
Good	5.5%	6.9%	5.3%	8.1%	8.6%
Neither Good Nor Poor	1.5%	0.8%	0.8%	3.7%	1.0%
Poor	1.1%	1.6%	0.5%	1.0%	1.9%
Very Poor	0.7%	1.2%	0.5%	1.3%	1.0%
Blanks	1.1%	0.4%	1.2%	0.7%	0.5%
<i>Total</i>	<i>100.0%</i>	<i>100.0%</i>	<i>100.0%</i>	<i>100.0%</i>	<i>99.6%</i>
<b>Response Number</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Very Good	246	221	685	253	181
Good	15	17	40	24	18
Neither Good Nor Poor	4	2	6	11	2
Poor	3	4	4	3	4
Very Poor	2	3	4	4	2
Blanks	3	1	9	2	1
<i>Total</i>	<i>273</i>	<i>248</i>	<i>748</i>	<i>297</i>	<i>208</i>

### Registration Figures

Total Patients Registered end of Month:	Wallingbrook
Dec-23	7340
Jan-24	7356
Feb-24	7371
Mar-24	7399
Apr-24	7433
May-24	7419
Jun-24	7444
Jul-24	7466
Aug-24	7471
Sep-24	7496
Oct-24	7484
Nov-24	7455
Dec-24	7479

#### Online Access (SystmOnline, NHS App)

3320 patients signed up to online

#### Action Plan Update for 2024/2025

- Winkleigh Surgery Extension - complete
- Increasing our online booking options – ongoing (MOB, vaccinations, smears, nhs health checks)
- Increasing usage of the NHS app - ongoing
- Review of dispensing ATMs along with PCN practices – ongoing conversations with landlords
- Review of telephone systems along with PCN practices – reviewed and contract renewed for same telephony
- Starting group consultations – 2<sup>nd</sup> clinic held, looking wider to see what other clinics can be held.

7.	<b>GP Patient Survey Results 2024</b>  All provided with copy Wallingbrook is above national average or aligned for all questions apart from two where we were very slightly below. PPG will feedback with any comments they have after reviewing	
8.	<b>Review statistics</b>  December 2024 Did Not Attend figures: <ul style="list-style-type: none"> <li>○ 17 GP appointments</li> <li>○ 19 Practice Nurse Appointments</li> <li>○ 40 Health Care Assistant Appointments</li> </ul>	
9.	<b>Review local activities information</b>  All happy that these were reviewed in October. Does not require doing again.	
10.	<b>Village Feedback</b> 1. JE asked if there has there been any reaction to the changed hours in the access to eConsult. LH stated none has been received.	
11.	<b>Community Voices Group in the North</b>  Shelley attended this group and gave the following feedback:  Held at RDUH. It was quite intense but gave a good grounding knowledge. 25 people mixture of clinicians and patients. Was quite Exeter focused as it was based there. The following points were covered: <ul style="list-style-type: none"> <li>• Plans for distinct uniforms for different roles within hospital to make it easier for patients and visitors to identify what each staff members job is.</li> <li>• Introduced Acute Hospital at Home (AHAH). More details at <a href="#">NHS Royal Devon   Acute Hospital at Home (AHAH)</a></li> <li>• Change NHS 10-year plan for England ongoing until end of spring 2025, anyone can take part. Further details at <a href="#">Change NHS</a></li> <li>• £1.4 million to go to a new research facility Barnstable.</li> <li>• Visitor charter has been revied with considerations to visitor and patient expectations. Visiting hours extended to 9am – 10pm.</li> </ul>	Highlighted that an induction for new PPG would be useful

	<ul style="list-style-type: none"> <li>• Noro virus vaccine being introduced.</li> <li>• The role of the CQC explained.</li> <li>• Improving free parking for blue badge holders and careers.</li> <li>• Exeter and Barnstaple hospitals are now one NHS Trust, RDUH, which allows for better communication between hospitals and greater choice for patients.</li> </ul>	
12.	<p><b>Newsletter:</b> Agree publication dates and submission deadlines for 2025</p> <p>Draft of February newsletter given to group. Agreed feedback to be given to Becky by Friday 7 February to allow for review on Monday 10 February.</p> <p>Items to add:</p> <ul style="list-style-type: none"> <li>• Free NHS Health checks</li> <li>• Westbank Health Walks</li> <li>• Who are your PPG?</li> </ul>	<p>BH – review feedback and make necessary changes</p> <p>BH – to add to draft</p>
13.	<p><b>Review of website</b></p> <p>No comments – any feedback to be given at next meeting</p>	
14.	<p><b>Confirm Annual Patients' Meeting (APM) date</b></p> <p>To be held in The Ark in Lapford. Speak to re Bill date and time. Potentially do a coffee morning. June/July avoiding school holidays.</p> <p>All to think about ways of increasing engagement with APM &amp; feedback at next meeting</p>	<p>BH – Contact Bill</p> <p>All – to feedback at next meeting</p>
15.	<p><b>Confirm 2025 PPG Meeting Dates</b> (as below)</p> <p>Agreed</p>	
	<b>A.O.B.</b>	

16.	None	
9.	Date of next meeting: Tuesday 25 March, 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.*

#### **PPG Meeting Dates for 2025 all at 2pm**

- Monday 03 February
- Tuesday 25 March
- Thursday 15 May *(please note this one is on a Thursday as unable to accommodate on a Tuesday in May)*
- Tuesday 29 July
- Tuesday 23 September
- Tuesday 18 November