

PATIENT PARTICIPATION GROUP – MINUTES Monday 11 July 2018

Present: Jack Earnshaw (JE), Anne Balcomb (AB), Sue Ware (SW), Maggie Samuel (MS), Brian White (BW), Susan Manley (SM), Rosemary Rives Roberts (RRR), Lucy Harris (LH), Karen Acott (KAC).

1.	Apologies: Bill Graham (BG), Kate Burns (KB), Sue Taylor (ST)	
2.	Approve Minutes of last meeting - approved	
3.	AB resigned – thanked from WHG	
4.	<p>Matters Arising – see minutes</p> <ol style="list-style-type: none"> 1. Additional Summary Care Record - online, but not on News or Home pages 2. Memory Group - One patient contacted AB, but didn't return call, another had not replied. Veronica Wallace (VW) (freelance for Age UK) offered to run the group but would charge £2 a week per patient. Carers would then have time to themselves. No charge at Winkleigh, but they have a lottery grant to pay for petrol money for speakers, activities. Original caller just wanted coffee and somewhere to go. WHG can host for free, would be a safe environment and accessible. Age UK Mid Devon would have a professional (VW) Plus one other to run the group (needed for indemnity). Could have a voluntary contribution pot. AB to meet with Marie Claude and WHG to discuss. WHG to find out minimum number, charges from Age UK. To be held Wednesday mornings for 2 and a half hours with 2 people from Age UK. MS to see if CRA PPG pot will be available 3. Activities - Only personal telephone numbers need permission not business numbers. Chulmleigh to do. Lapford and Winkleigh online. Burrington - Sarah Bonner to be contacted 4. Website Review - Adverts on TV. KB to watch them. 5. Facebook - KB to do 6. Friends & Family – Number problems, replying to text messages. 7. MJOG emails - not able to change this as it needs to link it in the records (they have a unique code so that they can identify the person) 8. Raising awareness of PPG - Could have an NHS email for chair, though JE happy for personal email to be displayed, though some concerns about that. WHG to set up. 	<p>WHG</p> <p>LH</p> <p>AB</p> <p>MS</p> <p>JE</p> <p>KA</p> <p>KB</p> <p>WHG</p>

	<p>WallingbrookPPG@nhs.net</p> <p>9. NHS checks - MS apologised. RRR had the date changed.</p> <p>10. WHG Charity - CRA affiliation, BW nominated to become CRA trustee, could set up a charity at a later date. BW to meet with WHG to discuss.</p> <p>11. NAPP affiliation - expires at end of July. Renew.</p>	<p>JE</p> <p>BW LH</p> <p>WHG</p>
5.	<p>No items from AGM</p> <p>Public Stakeholder Network - no reply</p>	
6.	<p>WHG Update –</p> <p>econsult: 7 patients used it in June, 6 in July so far. Positive feedback from patients, including JE!</p> <p>Staffing – Dr Owen starts in 2 weeks; Tom Humphreys to be full-time Nurse Practitioner at end of August, will help at Rapid Access Clinics (triage, children, minor illnesses/prescriptions);</p> <p>GP recruitment closing date imminent. Denni Munn appointed as Patient Services Advisor.</p> <p>Nursing Team unchanged.</p> <p>Singing group? –Copplesstone Community choir attended by several locals. Tracy Mardon? Advertise on facebook page to generate interest.</p>	
7.	<p>Dispensary Leaflet - Too much information. Delete summary care. Could put index in.</p>	KB
8.	<p>2018 Timetable - CFEP result delayed.</p> <p>Newsletter publication: September 3, proof read w/c 13 August</p> <p>Chathealth available 9-5pm with Health Visitor</p> <p>Ambulance parking problems - ask patients to leave bay for ambulance; Newsletter item</p> <p>MOT Bay, Devon Pinpoint, One Small Step</p> <p>Statistics - DNA increased, though don't know why, need to be sensitive when asking the reason. April 93, May 107, June 113</p> <p>Patients using online services: 14% in June; Summary Care Records: increased from 1%-2%</p>	<p>MS KB</p> <p>KB</p>

9.	<p>Winkleigh</p> <p>Patient wants to start a sign language group. Needs to contact School for the Deaf in Exeter. To go in Newsletter</p> <p>Lip-reading? Living Options, Big D. See/Hear just deal with equipment.</p>	<p>WHG</p> <p>KB/SW</p>
10.	<p>Walking for Health - MS had contacted Jeff James, but no result.</p> <p>Winkleigh to contact Penny Griffiths. Chulmleigh was challenging to find a flat walk, could use playing field, CRA fitness suite, mini bus to Tarka trail.</p>	<p>MS</p> <p>SW</p>
11.	<p>Defibrillator Locations:</p> <p>Winkleigh: Sports Centre, Surgery, Square</p> <p>Wembworthy: none yet</p> <p>Burrington: outside Pickards office</p> <p>Chawleigh: outside village shop</p> <p>Dolton: have a 1st responder and defibrillator. Where??</p> <p>Ashreigney: in the process</p> <p>Lapford: Lapford defibrillator is situated at the Orchard Centre, in the main car park in the centre of the village.</p> <p>South West Ambulance Service (SWAS) are good for training and insurance.</p>	<p>SM</p> <p>?</p> <p>JE</p> <p>BG</p>
12.	<p>AOB</p> <p>PPG Recruitment: younger members?? Contact D of E volunteers. Young Farmers,</p> <p>A5 flyer about PPG.</p> <p>Could visit Parent /Toddler groups for chat about PPG, so not imperative that they are on committee as long as they have a point of contact with a committee member.</p>	<p>LH</p>
13.	<p>Date of Next meeting</p> <p>Thursday 13 September</p>	

	Draft agenda to be sent out by KB as JE on holiday.	
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