

PATIENT PARTICIPATION GROUP – MINUTES Monday 11 June 2018

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

1.	Apologies: Bill Graham (BG)	
2.	Approve Minutes of last meeting - approved KB to add May AGM minutes stating draft to the website	KB (done)
3.	Election of Chairman and Vice Chairman Chairman – Jack Earnshaw Vice Chairman – Brian White	
	<p>Presentation by Nicola Bennie on</p> <p>Nicola Bennie gave presentations on e-Consult and the New Additional Summary Care Record.</p> <p>e-Consult WHG will be promoting e-Consult on website, using a roller banner poster next to the checking in screen, advertised via the TV screen, and plan to undertake bag stuffers with repeat medication.</p> <p>JE, SM asked for reassurance re security, confirmation given that details will be checked at WHG before information released.</p> <p>ST questioned e-Consult funding– NHSE are providing funding for 3 years.</p> <p>LH trials in other Devon practices have shown increased access for the working population who are unable to contact the service during their working hours and patients will be able to communicate 24/7.</p> <p>BW suggested WHG update the PPG in 3 months' time on how it is working.</p> <p>New Additional Summary Care Record WHG will be ensuring patients are aware of the 'opt in' option, patients will be requested at time of MOB to opt in, and plan to undertake bag stuffers with repeat medication.</p> <p>The New Additional Summary Care Record will improve the communication between GP's, hospitals, pharmacists and medical services which historically have been unable to communicate within one system.</p> <p>NB to review SystemOne online with aim to create questionnaire for patients to give consent electronically</p>	<p>LH to update in Sept 2018</p> <p>NB electronic SystemOnline questionnaire</p>
5.	<p>Matters arising - See minutes</p> <p>1) Update on the Memory Group. LH the current facilitator is now leaving, WHG trying to liaise with a new facilitator to assist with the continuation of the group. LH contacted AB via</p>	LH/AB

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	<p>email last week for advice on how Forget me not Friends, Winkleigh, was set up. AB will respond to LH.</p> <p>2) Activity Sheets back to the website without contact numbers. Activity sheets to go onto website indicating where each activity is held. KB to email Chulmleigh list to MS, Winkleigh list to SW for completion.</p> <p>3) Website Review. KB to align GP page</p> <p>4) Review Statistics. To be provided every 3 to 4 months.. Include an eConsult report every 3 months</p> <p>5) Dispensary Leaflet – LH& KB reported the leaflet is in draft format, once completed the group will be sent a copy for review. To be emailed to the PPG for review.</p> <p>6) Newsletter. Summer Newsletter content and date to be confirmed, preferable before the schools break up.</p> <p>7) Adverts on TV Screen. KB to watch the TV screen and sense check adverts.</p> <p>8) Improving two-way communications with our villages: Facebook KAC agreed a soft launch.</p> <p>The page would need to be managed well. ST suggested the commitment would need to be continuous.</p> <p>9) CFEP - LH confirmed the CFEP will go ahead, staff will be made aware what needs to be done, CFEP are aware of the current delay due to staff sickness. Patients will be given a questionnaire for the GP conducting survey.</p> <p>10) Friends & Family Test – Friends & Family Test – In April SM reported issues responding to the messages NB/TS to contact. LH to check with TS/NB on outcome.</p> <p>11) MJOG emails - ST advised the email address for MJOG emails is very long and patients could be ignoring them as easily mistaken for spam, concerns about getting a virus. LH to raise with NB again</p> <p>12) Raising awareness of PPG members to patients – how can the PPG ensure patients feel they can contact the PPG? Various options discussed: Could PPG member to sit in waiting room? LH & KAC confirmed this could be possible however GDPR protocol would have to be followed, the PPG member would have to be identified, and confidentiality would not be possible in the waiting room.</p> <p>Could a PPG email address be set up? LH to establish if this is possible. A protocol would have to be clarified, it would have to be very clear on where the info the patient was providing would be going, could a PPG</p>	<p>KB (Wink and Lapford on website) KB LH LH/KB KB KB KB/LH LH/NB LH LH LH LH</p>
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	<p>member reply from the email address?</p> <p>13) NHS Health Checks – 3 members of the group reported that they felt they qualified for a NHS check and had not been invited. LH to investigate and reply individually.</p>	LH
6.	<p>WHG update provided by LH</p> <ul style="list-style-type: none"> • Dr Wielink – Unfortunately Dr Wielink will not available for rest of year due to serious illness. A website message will be provided. • Dr Owen starting 1 week early (30 July), Dr Owen will be providing 6 sessions (3 days per week). Dr Owen has kindly agreed to provide an additional 2 sessions (total of 8 sessions) over the next 6 months whilst Dr Wielink is away from the practice. • KAC will be working an extra session from September. • Dr Burke is providing 4 sessions a week until the end of August. Dr Burkes patients will then be transferred to Dr Owen in August • Adam the Physiotherapist is off sick for 4/6 wks. <p>Recruitment – WHG currently is recruiting for a Nurse Practitioner and a salaried GP for 3 to 4 sessions.</p> <p>Leg ulcer contract – the CCG has re-procured the leg ulcer contract, North Devon Healthcare Trust have been awarded the contract for the entire North Devon Locality. North Devon Healthcare Trust have just confirmed the service will be provided at the GP surgery by the District Nurse Team from the beginning of July. North Devon Healthcare Trust will provide a patient letter advising change of provider.</p>	
7.	<p>2018 timetable</p> <ul style="list-style-type: none"> • Terms of Reference (annual review) – JE & BW to have a look and will confirm. • Representative from WHG – it was agreed the following WHG staff would continue to represent WHG at PPG meetings - Lucy Harris (Practice Manager), Kate Burns (Business Service Coordinator) and a practice partner on rotation. • Progress dates for next newsletter – Summer – KB to confirm time frame, looking to distribute before the end of term. Advise the PPG of final date on inclusion, PPG to forward ideas. JE requested staff update e-Consult, Additional SCR were included. 	<p>JE & BW</p> <p>KB</p>
8.	<p>Possible creation of a separate charity-</p> <p>BW did not wish to taken this further until he understood what support is available from the PPG.</p> <p>BW is not looking to raise funds solely for WHC.</p> <p>It was suggested that all local groups ideally need to come under one umbrella e.g. walk and talk, wellbeing café's, parish council, maybe schools in the future, all voluntary organisations. It was felt to arrange a meeting with all</p>	

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	<p>groups would be difficult.</p> <p>ST & KAC explained the One Ilfracombe / One Barnstaple initiative, this consists of a high level strategic group who look after health & wellbeing of the community providing place based care. It empowers local key stake holders to grow and articulate what is needed in the community. The money that comes down from local authority will be given as a budget – local community able to decide where money is invested – mental health etc. http://www.oneilfracombe.org.uk</p> <p>It was felt that Chulmleigh is not a big enough area, to get larger organisations involved.</p> <p>BW suggesting becoming the umbrella body for local groups to begin working together for the benefit of all. KAC suggested looking into the gaps missing. ST wondered if plan was to just look at medical needs of community. Group of little clubs, good for activity.</p> <p>ST attended the AGM on behalf of the PPG. The CRA could potentially help with this project. ST suggested BW stand as a trustee on the CRA. MS confirmed the PPG is an affiliated with CRA.</p> <p>KAC suggested a wellbeing hub for the local population– the wellbeing hub will consist of many community clubs, the surgery would sign post patients to hub, once established gaps can be identified and if the hub had charity status the hub could apply for lottery funding to start additional groups. This type of initiative is usually provided by the community.</p> <p>JE suggesting that maybe we focus initially on dementia group, then walk and talk.</p> <p>ST informed the group of the school has mini bus that can be hired.</p> <p>BW to look further into. BW, LH, KAC, and ST to meet to discuss.</p>	BW
9.	<p>Issues raised at AGM and publication of AGM minutes and report</p> <p>Minutes to be added stating as draft</p> <p>Any issues raised at the AGM to be discussed in July meeting.</p>	NXT MEETING
10.	Winkleigh/Burrington/Lapford	NXT MEETING
11.	Membership of Public Stakeholder Network – minutes or membership	NXT MEETING
12.	AOB - for information / to add to next agenda / urgent items	NXT MEETING
	Date of next meeting: Monday 16 th July 2018 at 5.45pm	

MEETING CLOSED AT 19.50

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Patients are reminded that all questions and comments for the practice are welcome and details of Patient Participation Group members you are welcome to contact 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 Practice Manager who will be pleased to make an appointment to discuss the matter in confidence.

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