

## PATIENT PARTICIPATION GROUP – MINUTES 12 March 2018

**Present:** Jack Earnshaw (JE) – Chair, Rosemary Rives-Roberts (RRR), Sue Ware (SW), Brian White (BW), Anne Balcomb (AB), Lucy Harris (LH), Linsie Guard (LG), Kate Burns (KB) and Karen Acott (KAC).

1.	<b>Apologies:</b> Bill Graham (BG), Sue Taylor (ST), Maggie Samuel (MS).	
2.	<b>Approve Minutes of last meeting</b> All agreed, LG to upload to website.	
3.	<b>Matters Arising</b> <b>See list on page of February minutes:</b> <ol style="list-style-type: none"> <li>1) <b>LG to contact Alzheimer’s Society to ask if they can put the group on their website.</b> LH informed the attendees the Memory Group has temporarily stopped due to a lack of facilitator. LH is meeting with the Alzheimer’s Society on Tuesday 13<sup>th</sup> March 2018 to ascertain whether there are options to restart the group. AB suggested patients can attend the group in Winkleigh if transport can be organised. JE suggested that LH and JE discuss this next week when they meet.</li> <li>2) <b>LG to add the Activity Sheets back to the website without contact names/telephone numbers.</b> LG has spoken to the Information Commissioners Office (ICO) today who advised if WHG do not identify individuals or publicise the contact details without individual consent; data protection is not an issue. LG will update and add back to the website.</li> <li>3) <b>Website Review</b>– LH/LG in process of actioning. LH and JE will discuss when they meet next week.</li> <li>4) <b>Review Statistics</b>  <u>Website hits:</u>            January 18 – 10137            February 18 – 9133  <u>Online Services:</u>            Total online registered – 923            January 18 online registered            February 18 online registered – 27  <u>Non-attendance:</u>            November – 125            December – 92            January 18 – 89            February 18 – 82  <u>% of Practice population verses Practice population aged 16 and over registered online:</u>            Total population = 6895            Population over 16years = 5878            Total registered online (over 16 years) = 936            % Total population online = 13.5%            % Population over 16 years = 15.9%         </li> <li>5) <b>Annual General Meeting (Monday 14 May)</b>            JE asked if Dr Burke would give a talk about the Clinical Commissioning Group changes. LH will ask Dr Burke if he is able to attend.            LH confirmed Dr Burke is unable to attend.            KB has created the AGM posters, copies will be printed and laminated for display locally. The Patient Participation Group (PPG) would like the posters displayed about 3 weeks before the meeting. KB will advise when ready to collect from the Surgery.         </li> </ol>	<p style="text-align: right;"><b>JE/LH</b></p> <p style="text-align: right;"><b>LG</b></p> <p style="text-align: right;"><b>LG/LH/JE ongoing</b></p> <p style="text-align: right;"><b>KB</b></p>

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	<p>6) <b>Patient queue at front desk</b> – LH has reminded Patient Services Team to ask for help from colleagues if a queue forms at the front desk.</p> <p>7) <b>Dispensary Leaflet</b> – LH reported the leaflet is in draft format, once completed the group will be sent a copy for review.</p> <p>8) <b>Newsletter</b>– KB provided a draft newsletter. AB requested Winkleigh Forget-Me-Not Friends is added if space.</p> <p>9) <b>Adverts on TV Screen</b> – under review, update will be provided at the next PPG meeting.</p> <p>10) <b>Non-attendance Policy</b> – version 2 finalised and uploaded to website. JE requested this is under ‘practice policies’ with a link from the ‘appointments’ section. LG has updated this.</p>	<p><b>LH</b></p> <p><b>LH/KB</b></p> <p><b>KB</b></p> <p><b>LG/LH</b></p>
<b>4.</b>	<p><b>Improving two-way communications with our villages – Facebook</b> LH advises that the Partners will discuss this at the Practice Business Meeting.</p>	<b>LH</b>
<b>5.</b>	<p><b>Wallingbrook Health Group Update</b></p> <p>1) <b>Welcome to KB</b> – Business Services Coordinator covering LG’s Maternity Leave.</p> <p>2) <b>Snow Disruption:</b></p> <ul style="list-style-type: none"> <li>- The Dispensary was extremely busy on Thursday and Friday morning.</li> <li>- Routine nursing appointments were cancelled.</li> <li>- GPs provided telephone triage from home where they could not attend the surgery due to the weather disruption.</li> <li>- GPs admin sessions the following week were postponed to allow for extra appointments.</li> <li>- Some Dispensary deliveries were delayed but this is improving each day.</li> <li>- Local people were very helpful and offered to help.</li> </ul> <p>3) The next patient survey is scheduled for the end of April 2018.</p> <p>4) eConsult –WHG is currently reviewing software called eConsult an online triage and consultation tool. LH reported other surgeries over Devon have trialled the service to their patients and have received positive feedback. The e-Consult programme sits on the practices website, patients fill in a form online and submit to the surgery, time to review the requests are allocated into dedicated appointment slots for clinicians to action and respond. LH will send a link to the PPG to review.</p> <p>5) JE asked for an update on the public Wi-Fi. Winkleigh is being installed first. The deadline is October 2018. LH is expecting an update this week.</p>	<p><b>LH</b></p> <p><b>LH</b></p>
<b>6.</b>	<p><b>2018 Timetable</b></p> <p>1) <b>Spring Newsletter.</b> See above 3.8.</p> <p>2) <b>Annual General Meeting (14 May) – Publicity and Speaker.</b> See above 3.5.</p>	
<b>7.</b>	<p><b>Partner’s Plan for 2018 – discussion on any PPG inputs to support the plan.</b> JE asked if there was anything the PPG could do to assist with this plan. LH will discuss with WS re diabetic prevention and hypertension monitoring and how the PPG might be able to help with this.</p>	<b>LH</b>

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	Federated working – JE asked is this likely to affect patient directly. LH explained the group are currently reviewing the possibility of providing sustainable extended hours in line with NHS England’s requirements, with a view to providing joint services at a hub out of hours. LH will keep the Patient Participation Group of any developments.	
8.	<p><b>Winkleigh/Burrington/Lapford/Chulmleigh</b></p> <p>Winkleigh:  AB asked about the raised chairs in Winkleigh, AB reported that sometimes people sit in them not realising they are for patients who struggle to get up from the chairs. KAC advised that the patient can ask the receptionist if they don’t feel able to ask whoever may be sat in the raised chair.  AB was aware of a patient who had difficulty obtaining an appointment with Dr Dawson and wondered if she worked every morning. LH explained that Dr Dawson works 5 sessions per week Monday to Wednesday. AB explained that a patient had reported a 3 week wait. LH explained that sometimes waits can be extended due to annual leave or training.</p>	
9.	<p><b>AOB – for information / to add to next agenda / urgent items</b></p> <p>BW had asked LH if there were any items of equipment needed that wasn’t supplied via the NHS. LH advised that WHG are looking to replace their ECG machines. We currently have 2 at each site and they are roughly about £1400 each. BW wondered if he could organise some fundraising to fund this.</p> <p>LH explained that she had suggested that perhaps we could raise monies for a BP Machine in the waiting room at Winkleigh Surgery similar to that of Chulmleigh in line with the WHG plan to improve hypertension monitoring over the year.</p> <p>BW discussed the possibility of setting up a charity; charities provide opportunities for additional funding streams. KAC explained to BW that you can be your own unincorporated charity with your own constitution; a good robust financial process would need to be in place, and a bank account would need to be opened, 2 signatures would be required for cheques you’d have to have your own name and bank account for this. KAC doesn’t think that insurance would be needed as the charity is not provided any services directly; however, it may be worth exploring with similar local charities and to look at the charity commission website.</p> <p>BW will investigate possible funding. The group will discuss the creation of a ‘Friends of Wallingbrook’ charity.</p> <p>JE talked about landfill tax being funded back to causes if you are within 10 miles of Deep Moor landfill site, Torrington.</p> <p>JE will make contact with the potential new Patient Participation Group member.</p>	<p><b>BW</b></p> <p><b>JE</b></p> <p><b>JE</b></p>
10.	<b>Date of next meeting:</b> Thursday 19 <sup>th</sup> April 2018 at 5.45pm.	

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**Actions to be taken:**

- 1) LG to clarify this week if the online services statistics are over 16s and also provide a percentage and email to Patient Participation Group. (See 3.4).
- 2) LH/TS to look at age brackets of website hits.
- 3) LG will add back to the website (see 3.2).
- 4) LG will get the remaining information needed for the Dispensary Leaflet and email the draft to Patient Participation Group (see 3.7).
- 5) KB will update the Newsletter and email to MS for proof reading (see 3.8).
- 6) LH will send the e-consult link to the Patient Participation Group members to have a look at (see 5.4).
- 7) KB will provide posters for the Patient Participation Group Annual General Meeting and will email/circulate with Patient Participation Group. These will then be printed, laminated and distributed to Winkleigh Surgery for SW, LH for JE, Chulmleigh Surgery for RRR, MS & BW for displaying (see 3.5).
- 8) LH will discuss with WS re Diabetic Prevention & Hypertension monitoring and how the Patient Participation Group might be able to help with this. (see 7).
- 9) JE will make contact with the potential new Patient Participation Group member (see 9).

*Patients are reminded that all questions and comments for the practice are welcome and details of Patient Participation Group members 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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