

## PATIENT PARTICIPATION GROUP – MINUTES

12 June 2017

**Present:** Rosemary Rives-Roberts (RRR), Sue Taylor (ST), Maggie Samuel (MS), Sue Ware (SW), Anne Balcomb (AB), Jack Earnshaw (JE), Sam Bunton (SB), Lucy Harris (LH), Karen Acott (KAC)

**Open forum**

**Apologies:** Bill Graham (BG)

<b>1.0</b>	<b>Minutes of the last meeting</b>	
1.1	Minutes from May's meeting and Terms of Reference approved and therefore ready to go on website.	<b>SB</b>
<b>2.0</b>	<b>Matters Arising</b>	
2.1	SW has updated Winkleigh activities – SB to update.	<b>SB</b>
<b>3.0</b>	<b>Forum Feedback</b>	
3.1	Chulmleigh Recreational Association (CRA) – they were looking for nominees for trustees. ST attends the meetings on behalf of the Parish Council so is happy to become a trustee. CRA happy with that if LH fills in nomination form. Completed in meeting. AGM being held tomorrow night. LH has had an email back from Adrian Wade (chair of the trustees for the school) acknowledging our last letter and will write to us in due course. ST will update us on the situation next month.	<b>ST</b>
<b>4.0</b>	<b>WHG Update</b>	
4.1	Dr Clare Dawson is joining Wallingbrook on 5 September and will provide 5 sessions a week, these sessions will be held in Chulmleigh.	
4.2	Client-Focused Evaluations Programme (CFEP) Survey – WHG have responded to all the comments. Printed version given to PPG before it goes on the website. If possible PPG to feedback to LH with any comments this week as newsletter is due in July and WHG were hoping to put an article in about the survey.	<b>PPG</b>
4.3	Did Not Attend (DNA) policy – LH and SB have been working on a policy to try and reduce the amount of missed appointments. A copy given to PPG to review and provide comments.	
<b>5.0</b>	<b>Winkleigh/Burrington/Lapford</b>	
5.1	AB has received some feedback from the patient who requested higher chairs with arms in the surgeries in Winkleigh and Chulmleigh. The patient was pleased that the chairs are now in the waiting rooms but asked if they could also be in the consulting rooms.	<b>LH</b>
5.2	SW feedback that it is useful when staff try and fill appointment cancellations with Month Of Birth (MOB) appointments.	
<b>6.0</b>	<b>Healthy Living Week/Activities in local areas</b>	
6.1	It was agreed in a previous meeting that this will turn into the activities in the	<b>LH</b>

Correspondence to: Wallingbrook Health Centre, Back Lane, Chulmleigh,  
Devon, EX18 7DL. Tel 01769 580295. Fax 01769 581045

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.

"Together we build happy, healthy communities"  
www.wallingbrook.co.uk

	local areas information that has been produced. Quarterly check required to ensure this information is up to date. To add to annual timetable.	
<b>7.0</b>	<b>Newsletter</b>	
	The summer newsletter is nearly ready. AB to contact Forget-Me-Not-Friends as dates have changed. MS to find out dates for Games Afternoon for Seniors. MS will proof read the newsletter.	
<b>8.0</b>	<b>Any other business</b>	
8.1	LH to send out PPG annual timetable again.	<b>LH</b>
8.2	SB to change agenda and minutes template to include new doctors.	<b>SB</b>
8.3	Rapid Access Clinics seem to be working well and are improving routine appointment availability.	
8.4	SB to do agenda for July's meeting. Send to AB before meeting for approval. Action plan to be put at the end of future minutes and then under Matters Arising on the agenda add the table of actions required.	<b>SB</b>
8.4	Date for AGM to be discussed at July's meeting.	
8.6	JE feedback that the MJOG (Memory Jog) system seems to be working well and is effective.	
8.7	RRR has sent her apologies for July's meeting.	
8.8	There is a new frailty index which is coming into place. This is about assessing the risk for elderly frail patients. It is an in-depth electronic index tool built into the software which picks up people who are at risk. This is currently still being looked into.	
8.9	NHS Health Checks are coming back. Wallingbrook Health Group (WHG) are chasing Devon County Council for a start date but it is likely to be July. Invites will go out to patients who are eligible. These checks are for patients who are normally fit and well, aged between 40 and 74, and do not attend the surgeries. Patients will be called every 5 years. This scheme has been in place before, and was very successful in picking up patients who had hypertension and diabetes, but it was stopped by Devon County Council.	
8.10	RRR would like to stand down as chair after the AGM, at which time RRR will have done 3 years in post.	
8.11	LH to send out confidentiality agreements for all PPG representatives to sign.	<b>LH</b>
8.12	The IT team at WHG are looking into the possibility of a virtual PPG again. An item will go in the next newsletter.	
<b>9.0</b>	<b>Part 2 Minutes – None</b>	
<b>10.0</b>	<b>Dates of next meeting: Monday 10<sup>th</sup> July</b>	

Correspondence to: Wallingbrook Health Centre, Back Lane, Chulmleigh,  
Devon, EX18 7DL. Tel 01769 580295. Fax 01769 581045

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.

**"Together we build happy, healthy communities"**  
www.wallingbrook.co.uk

#### Actions Required

- SB to upload May's PPG minutes and TOR to website.
- SB to make amendments to activities in Winkleigh.
- ST to attend CRA AGM and feedback.
- All PPG representatives to review CFEP Survey feedback and DNA policy.
- LH to look into chair raises and arms in Winkleigh consulting room.
- LH to add quarterly check of activities in local areas to the annual timetable and send copy out to everyone.
- SB to amend agenda and minutes template with new doctors.
- SB to do agenda for July's meeting.
- LH to send confidentiality agreements out to all PPG representatives.

*Patients are reminded that all questions and comments for the practice are welcome and details of PPG 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.*

Correspondence to: Wallingbrook Health Centre, Back Lane, Chulmleigh,  
Devon, EX18 7DL. Tel 01769 580295. Fax 01769 581045

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.

**"Together we build happy, healthy communities"**  
[www.wallingbrook.co.uk](http://www.wallingbrook.co.uk)