

PATIENT PARTICIPATION GROUP – MINUTES

Monday May 15th 2017

Present: PPG Rosemary Rives-Roberts (Chair), Anne Balcomb (Vice-Chair), Jack Earnshaw, Bill Graham, Maggie Samuel, Sue Taylor. WHG Lucy Harris (Practice Manager) Dr T Burke (Partner / GP)

1.0 Forum pre-meeting discussion – minuted under 5.0 below

2.0 Apologies: Sue Ware, Sam Bunton

3.0	Minutes of the last meeting Approved for publication to website	
4.0	Matters arising From 3.1 Chulmleigh Academy Trust letter – LH read letter received back from Trust (A Wade), seeking information on how practice feels it should be involved as a stakeholder and its concerns. Also pointing out CAT has no obligation to discuss community involvement with the practice. RRR to forward copy to CRA Bob Smale. All present disappointed in apparent CAT attitude and lack of understanding of facility involvement with community and health benefit link to practice.	Action LH/WHG to consider any further action
I	From 3.2 Activities in local area - Further information has been provided to LH by MS and Lapford, details will be collated and published / added to website	WHG / LH
	From 3.3 Terms of Reference. BG has completed re-write, all present very grateful for work put into these, considered a definite improvement and approved for adoption and publication to website.	WHG / BG
5.0	Forum feedback Patient feedback on alternative approach to PPG - allowing for public access to all meetings. Discussed but due to potential for confidential matters being discussed PPG felt AGM only reasonable totally open forum. Suggested more should be done to re-vitalise virtual PPG, inviting patients showing an interest to join virtual PPG and that it could be possible to take discussion from that into PPG meetings, and possibly to use members as a sounding group. Virtual PPG has fallen by wayside due to information and PPG minutes on website but more could possibly be done to positively push information to those wishing to receive it. Point made that there are no formal or advised guidelines / structure for a PPG and it is up to each surgery to operate in the way that seems most suited to its activities, demographic of patients and area covered.	WHG to look at how to use virtual LH to include something in newsletter

Correspondence to: Wallingbrook Health Centre, Back Lane, Chulmleigh,
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VAT Registration Number 879082282

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6.0	WHG Update CFEP survey – Patient Experience Survey 2016-17 LH/TB gave brief run through. Survey shows improved patient satisfaction over the last one in 2013, with some very positive patient feedback comments; particularly on role of Drs' Secretaries, appointment reminders, coping with problems caused by rural nature of practice, and willingness to strive for improvement. Also raised some points that WHG will look at and see if can be taken forward.	LH to look to publish to website
	Recruitment – remains a problem in the area due to rural nature. Looking to have an additional new GP at the end of the summer. Also looking at increasing link with medical schools to assist and promote training of both nurses and GPs into Community Practice. Discussions ongoing. MS reported favourable comments had been received on Dr Jarvie since he joined the practice.	WHG
	Missed appointments – continue to be a problem. MJOG reminders did improve situation for a few months but seems to be slipping back slightly. There are sanctions that can be taken against patients missing appointments repeatedly but these need to be balanced against reasons. LH is monitoring with practice secretaries and looking at policies for handling repeat offenders and how ongoing improvements may be achieved.	WHG
7.0	Winkleigh Winkleigh walks leaflet has been published, and copies provided to surgeries in Winkleigh and Chulmleigh in support of Healthy Living.	ST
	Multiple planning applications – SW sent information on multiple planning applications that have been made by developers in Winkleigh, which if passed would have a substantial impact on increased medical needs under the practice. TB has drafted a letter to go to Head of Planning Torridge, stating the practices commitment to supporting increased patient numbers, and enhancing services, but pointing out difficulties in recruitment, size of current facilities and need for developer financial support.	ST to provide LH with WPC contact LH to send letter and consult with WPC clerk on submission on planning portal
8.0	Healthy Living Week – Planned to use activities listing information in leaflet and website form to encourage people to adopt activities throughout the year not just putting forward the idea during one week.	WHG for leaflets and website
9.0	Summer Newsletter – LH showed newsletter contents planned to date, Additional information on screening available, One Small Step programme and	LH / WHG

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	activities information to be added, should be available to print on time. Agreed that fewer copies will be printed as more people now accessing online and pick up rate of leaflets from local outlets is dropping.	
10.0	AOB Prescription delivery service – still being investigated. Volunteer drivers in Lapford collect for residents there.	LH
Part 2	No business	
11.0	Date of next meeting – Monday June 12 th	
	<i>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.</i>	

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