



PATIENT PARTICIPATION GROUP – MINUTES

Monday 9th May 2016

Present: Rosemary Rives-Roberts (chair), Maggie Samuel, Jill Doe, Jack Earnshaw, Karen Acott, Sarah Rowley, Jess Powell

Open forum 5.45pm – 6.00pm without members of Wallingbrook Health Group present.

Apologies: Anne Balcomb (Vice chair), Lynn Lane, Lucy Harris

1.0	Minutes of the last meeting	
1.1	CQC inspection. No results/feedback from them yet. KAC said there is a delay in the report coming to us.	
1.2	Attracting younger people to join the PPG. Thoughts were that this did not seem appropriate to this practice. MS has previously gone and done a talk at the Community College to get feedback from students which was helpful. Maybe link up with the school council? Approach mother and toddler groups? MS has visited M&T group before, but it was not built in annually, maybe this something we could look at to add in to timetable.	
1.3	These were agreed for publication on the website	
2.0	Matters Arising	
3.0	Forum Feedback	
4.0	WHG Update	
4.1	New structure – Currently we have 3 groups of patients needing appointments ‘ <i>Acute on the day work</i> ’, ‘ <i>Routine usual GP</i> ’ and ‘ <i>Needs to be seen but not urgent for the day</i> ’. We are putting the ‘ <i>Acute on the day work</i> ’ and ‘ <i>Needs to be seen but not urgent for the day</i> ’ into one category; this will help with appointment demand. It will create better care and link for the patients usual GP. Better care plan for patients so we can follow things through and patients not having to call us (Chronic/complex patients). KAC also discussed how the care had changed hence why something had to change.	

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*Please note that all calls to and from the surgery are recorded and may be monitored for quality and training purposes.

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5.0	Winkleigh – Nothing to report
6.0	Okement – 400 patients still at Okement when we closed at the end of April. Wallingbrook have been allowed to keep records open for 1 month so we can still access Okement patients records. This is in case of any urgent care needed or medication queries etc. Normally transferring records takes 48hrs but at the moment it is taken 2-4 months.
7.0	Healthy Living Week
7.1	It was discussed whether we should have a healthy living day rather than a week. Not a huge response last time (around 20 people). Should it be marketed in a better way? Patients were given opportunity's but we cannot force people. Widen to mental health as well as physical. Can WHG get vouchers from different groups - Sam look for links like upstream Ideas were: <ul style="list-style-type: none"> • Visually seeing dishes and recipes (not a good idea for food tasting as need to keep warm etc) • Demonstrations/challenges with local business • Having healthy food vouchers to give out Pencil in date was 5 th September (MS to confirm this).
8.0	Spring Newsletter
8.1	This is due late June. It was discussed that there was no consultation period with PPG and perhaps the procedure for the newsletter should be re visited. No time due to Okement closing. Agreed that the newsletter needs to be out by July at the latest (before the school finish). It was also brought up that it would be useful to have one person as the editor of the newsletter.
9.0	Any other business
9.1	RRR has NAPP booklets to look through
9.2	All PPG members are happy for CCG to have their e-mail address
9.3	JE mentioned he couldn't see his records on line and thought this function was being made available.
10.0	Dates of next meeting: 13th June at 5.45pm

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