



## PATIENT PARTICIPATION GROUP - MINUTES

**MONDAY 23rd March 2015 @5.45PM**

**Present:** Rosemary Rives-Roberts (Chair), Anne Balcomb (Vice Chair), Maggie Samuel , Bill Dean, Jack Earnshaw, Jill Doe, Lynn Lane, Karen Acott, Sam Bunton.

**Open forum 5.45 – 6pm without members of Wallingbrook Health Group present.  
Apologies: None**

<b>1.0</b>	<b>Minutes of the last meeting</b>	
1.1	These were approved for publication on the website.	<b>ALL</b>
<b>2.0</b>	<b>Matters Arising</b>	
2.1	LL. said that she had dealt with the 3 suggestions in the Okement box which she mentioned at the last meeting.	<b>LL</b>
2.2	It was agreed that if the group ever discussed sensitive or confidential issues these would appear only in Part 2 minutes. These would not be put on the website, but a paper copy would be provided for members of the WHG PPG if further discussion was needed at the meeting.	<b>ALL</b>
<b>3.0</b>	<b>Forum Feedback</b>	
3.1	RRR gave Forum feedback. It was decided that in future the minutes should be condensed.	<b>RRR</b>
3.2	MS queried the arrangements for telephone calls from Wallingbrook to patients who had withheld their number. <b>It was suggested that putting 1470 in front of the number would allow the call to go through.</b>	<b>KA</b>
<b>4.0</b>	<b>WHG Update</b>	
4.1	KA explained the arrangements for patient data to be transferred to the Bow practice computer system by April 1 <sup>st</sup> .	<b>KA</b>
4.2	KA advised that there is a new Physiotherapist, Jonny Toose, working at Wallingbrook 3 days per week. He is part of the N. Devon team, and patients can self-refer. Okehampton patients will continue to self-refer to the hospital Physiotherapist.	
<b>5.0</b>	<b>North Tawton</b>	
5.1	BD said the arrangements for the N. Tawton surgery to be taken over by the Bow Practice were going well.	
<b>6.0</b>	<b>Winkleigh</b>	
6.1	AB reported that she attended a committee meeting of the Winkleigh	<b>AB</b>

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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.

	Sports Club and they had agreed to hold an open day on Saturday 13 <sup>th</sup> June during Healthy Living Week.	
6.2	AB also asked KA to remind GP partners to refer patients with memory problems to the Winkleigh Memory Café. AB will will provide a list of future meetings to WHG.	<b>AB</b>
<b>7.0</b>	<b>Okement</b>	
7.1	LL said that now there are 3 GP partners working at Okement Surgery it would be an opportunity for the Practice to raise the profile of the Surgery.	<b>KA</b>
<b>8.0</b>	<b>Newsletter</b>	
8.1	SB said that the newsletters were now ready for distribution and asked how many would be required	
<b>9.0</b>	<b>Any other business</b>	
9.1	This was the last meeting to be attended by Bill Dean before N. Tawton transferred to Bow Surgery. A presentation was made, and he was thanked by all for the contributions he has made to the Wallingbrook PPG	<b>ALL</b>
9.2	Meeting ended at 7pm	
<b>10.0</b>	<b>Date of next meetings:</b> Monday 20 <sup>th</sup> April 2015 at 5.45 pm, with attendance by WHG at 6pm.	

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