Wallingbrook Health Group

Patient Participation Group

Meeting held on Thursday 27th June 2019

Members present: Jack Earnshaw, Rosemary Rives-Roberts, Susan Manley, Sue Ware (taking notes), Jill Doe.

1. JE welcomed Jill Doe back on to the PPG.
2. Apologies: Lucy Harris, Kate Burns, Maggie Samuels, Bill Graham.
3. Appointment of Chairman: Jack was happy to continue and no-one wished to oppose him. No Vice-Chair was appointed as not all members were present.
4. Approve minutes of last meeting: – 23rd May 2019. All approved.
5. Matters Arising: JE has had a note from KB to say that her workload has prevented her from dealing with items from our last meeting, so we do not know what the ‘econsult’ message outcome is and nor do we know how the newsletter is progressing.
6. Matters arising from APM: There had been a comment that SystmOne Online is difficult to access. SM suggested some training is provided.
7. Start time for meetings: This was again deferred to the next meeting as we cannot discuss this without LH and KB present.
8. WHG update: Dr Sherlock joined the meeting at this point to outline and discuss a research project in which the practice is participating, along with St. Leonards in Exeter. It concerns continuity of care with GPs. It is known that patients usually value seeing the same GP each time, that it is easier for the GP (and other health professionals) to know the patient they are seeing and also that it ultimately reduces the number of face to face contacts patients require. It can also lead to quicker diagnosis (via quicker referrals) of cancer for example. However, provision of urgent same day access to a GP affects the continuity figures. The research is about promoting continuity of care while retaining acceptable access times.

To help in this the PPG needs to be more representative of the population as a whole.

Dr Sherlock also reported that the Practice has signed up to ‘Green Impact’ to improve its environmental credentials. This involves increasing recycling, using recycled (and less) paper, composting and using Fairtrade products. This occasioned some discussion of single use plastics, medication packaging and single use surgical instruments.

Dr Gosrani then joined the meeting and Dr Sherlock left. Dr Gosrani said that electronic prescribing is now under way and some patients have already gone elsewhere with their prescriptions. It is known that 5 to 10% of patients do this, going especially to online pharmacies. A number usually change back again due to poor service. In particular, if medication is changed, the surgery can do it immediately, but it can take 7 to 10 days online. It is important to realise and promote the fact that we have an excellent, immediate local service here and that the pharmacy helps maintain the surgery.

Now that the practice is part of the Crediton Hub there is some funding for social prescribing, including collating information about local schemes and developing new ones. A big problem is helping new people join established groups.

There is future workforce planning going on in a staged fashion, so the staff in surgeries in the future will include more pharmacists, nurse practitioners, paramedics, GP associates etc.

Extended hours and improved access is popular but does mean long GP hours and also that out of hours services suffer lack of staffing.

Dr. O’Neill’s post is being advertised with a stated preference for a GP with a particular interest in women’s health.

1. 2019 Schedule. Terms of Reference: It was agreed that as the terms of reference were recently reviewed, there is nothing more to change.

NPPG Week – no one was sure what that is!! Deferred to next meeting.

Newsletter – in the absence of Kate this was also deferred.

1. Rural Isolation. This was discussed under WHG update.
2. Village Issues. None from members. Dr Gosrani asked about local walking groups. There are some quite energetic ones but it would be good to start up some ‘beginners’ – flat walks of 20-30 minutes. We need 2 or 3 people from each village to do a 2 hour course for leading such groups. It is well known that being outside, socialising and doing gentle exercise is very beneficial. Dr Gosrani will send out details of the course.

There was no other business.

Next meeting – 25th July at 5.45pm.