**Patient Participation Group (PPG) Minutes 20 September 2018**

Present: Lucy Harris (LH), Jack Earnshaw (JE), Brian White (BW), Rosemary Rives-Roberts(RRR), Susan Manley (SM), Maggie Samuel (MS)

|  |  |  |
| --- | --- | --- |
| 1. | **Apologies:**  Bill Graham (BG), Sue Taylor (ST), Sue Ware (SW), Kate Burns (KB) |  |
| 2. | **Approve minutes of last meeting**  All agreed, upload to website |  |
| 3. | **Matters Arising**   1. **Memory Clinic** to start asap. 5 patients interested @£10 each. Max? Veronica (leader) contacting LH re start date.   No money from CRA yet, MS to contact again.   1. **Chulmleigh Activity** list to complete 2. **Waiting Room Screen Adverts** at Chulmleigh and Winkleigh still under review. 3. **nhs email** – not set up yet. 4. **CRA** - BW now a trustee but latest meeting cancelled, waiting for a new date. 5. **Dispensary Leaflet** – proof read once by SW and MS. Could do with contents page as so much info. And re-proof read, rename Dispensary Information. 6. **CFEP** - KA to complete final survey, then ready to submit. 7. **Newsletter** - draft guidelines to be used by WHG personnel. 8. **Ambulance Bay -** now signed, though not prominent. 9. **Sign Language Group** -no info. 10. **Walking for Health** – Eggesford Gardens Centre closed, but permission for Walk & Talk to meet in car park still. New Eggesford Station Café is venue for post walk refreshments. A patient had received a Walk & Talk invitation from Okehampton, related to his condition. Did WHG know about this? 11. **Defibrillators** – no update re Ashreigney’s. 12. **PPG Recruitment** – Facebook in progress, uploading suitable photos. | LH  MS  MS  KB  LH  SW  KA  KB  SW  LH  ??  LH  KB |
| 4. | **WHG Update**  **eConsult:** Monthly statistics have increased from 9 users to 23 to 20.  **Online Access:** 16% of practice population now registered.  **Additional Summary Care Record** – 3% of practice population now registered, this is increasing with WHG staff encouraging patients.  **Staffing:** Dr Owen started at the end of July, a new GP to start at end of November. Tom Humphreys, Nurse Practitioner started at the end of August, two new receptionists and Dispensary Counter Assistant. Six medical students will start in October and one student nurse.  **Flu Reminders** – 2 members of the PPG reported they had not received invites and 1 member of the PPG reported they had not received an appointment reminder recently. LH suggested she would investigate the 2 flu invites and suggested the reminder on occasions will fail if there is a power cut over the weekend whenIT system crashes.  **Opening Hours** – As a result of an NHS questionnaire, WHG will open at lunchtimes from October, plan to extend hours further from Jan 2019.  **Improved Access (IA) –** Mid Devon Healthcare (MDH) Federation has 61,994 patients and qualifies for IA funding. WHG has federated with 8 other local practices to provide the new service. Service will be provided weekdays from one of the federated surgeries with a plan for the weekends to be provided from hubs at Crediton and Okehampton.   * Aim to commence weekend hub service in January 2019. * Any patient registered with one of the federation practices can be seen at any practice during IA provision. * Additional sessions at WHG from 1.10.18- 31.12.18: one evening per fortnight, two Fridays from 6.30-8pm, one Saturday from 9-12noon and two Sundays from 9-12noon. * Monday to Thursday and Sunday service staffed by one GP and one Patient Services Team (PST) member plus one Health Care Assistant (HCA) or Practice Nurse (PN). Two GP’s on a Saturday, plus 1 PN or HCA and 1 PST, Friday evenings will be 1 GP and 1 PST * IT systems will need to be linked between practices * Aim to links with NHS 111 service for direct booking * The appointments will be a mixture of routine and same day. * The federation is hoping to use Freewheeler couriers to transport samples to hospitals. * MDH website to link with WHG to provide info on IA. * Advertising campaign to inform patients.   **Devon Life Chances Pilot**  Dr Gosrani is looking to initiate a pilot to improve social prescribing. Community leaders are needed to help manage social isolation in rural communities E.g. Community Transport to social clubs, Children’s Centres, arts and crafts etc.  **Flu vaccinations –** One supplier this year, which has resulted in delayed deliveries, some appointments at Winkleigh and Lapford delayed.  **Pharmacy2U–** patients in the EX18 area have received mail shots. Discussion took place with regard to Pharmacy2U history, whereby Pharmacy2U data was sold to other companies and patient’s prescriptions were undelivered over the Christmas period. WHG have not implemented Electronic Prescribing Service which is required for Pharmacy2U, though South Molton has. Drawbacks to patients: not able to consult a dispensary team member if any questions about medication, not flexible to change medication if it has altered, so may have to destroy unwanted items, rather than re-use them at WHG. The group discussed the effects of patients using this service in the future and the associated risks, if a large number of patients started to use this service, it may destabilize the dispensing service and the dispensary could potentially be unviable. |  |
| 5. | **2019 dates –** to belisted by WHG following established pattern.  2019 AGM to be an Open Meeting held at Winkleigh or Lapford, PPG to have a pre-AGM meeting to maintain continuity. | KB |
| 6. | **Free wifi** at practice slow appears to be slowing down WHG users. |  |
| 7. | **AOB** Absent members to be monitored and checked against Terms of Reference to see if they are still valid members of the PPG. |  |
| 8. | **Date of next meeting –** Monday October 15 2018. MS sent apologies. |  |
|  |  |  |