

**PATIENT PARTICIPATION GROUP MEETING MINUTES**  
**Thursday 31 Oct 2024, 2pm at Wallingbrook Health Centre**

**Present:** Shelley Sherman, Jack Earnshaw, Maggie Samuel, Lucy Harris

<b>1.</b>	<b>Apologies:</b> Bill Graham, Andrew Warner, Mary Bavidge & Rosemary Rives-Roberts	
<b>2.</b>	<b>Approve minutes of previous meeting</b> Approved	
<b>3.</b>	<b>Actions from Previous meeting</b> <ol style="list-style-type: none"> <li>1. Community Transport Service – advertise via patient waiting room screens. MS provided updated details.</li> <li>2. WHC site – heavy dispensary door – no feedback from landlord.</li> <li>3. Winkleigh Dispensary Queues – team have fed back much better since refurb.</li> </ol>	<ol style="list-style-type: none"> <li>1. BH</li> <li>2. LH</li> </ol>
<b>4.</b>	<b>Election of chair and vice-chair.</b> TOR states 3yr, officers only in 2yr.	
<b>5.</b>	<p><b>WHG Update</b></p> <p><b>Staffing</b> We welcome:</p> <ul style="list-style-type: none"> <li>• Dr Kate Richardson, Dr Richardson will be working with us on Monday and Tuesdays and will not hold a patient list. Dr Richardson has replaced the number of sessions that Dr Dawson covered, and Dr Dawsons list has been reallocated to the GP Partners.</li> <li>• Jan Hole, Joint Nurse Lead, Jan is an experienced Practice Nurse who works at the practice Monday to Wednesday.</li> <li>• Dr Lizzie Thomas, Trainee GP, Dr Thomas work at the practice Mondays and Tuesdays</li> <li>• Dr Adham Abdelaziz, Trainee GP, Dr Abdelaziz works at the practice Mondays, Tuesdays, Wednesdays and Fridays</li> <li>• Dr Oludare Dada, Trainee GP, Dr Dada works at the practice Mondays, Tuesdays and Thursdays</li> </ul> <p>We also welcome a new paramedic in November, Sam Caunter joins the team, full-time. Darren, our previous paramedic relocated at the end of September.</p> <p><b>System Changes</b> Following our GP recruitment campaign over the summer, we have made some changes to the duty team system, where we employed 2 additional members of non-clinical staff, to work closely with the Duty Team to manage daily workflow. Sabrina and Violet joined the team in September. The clinicians continue to triage all eConsults and appointment requests which come in via the telephone and front desk, with the clinicians advising Sabrina and Violet the most appropriate clinician for the patient to see, the type of appointment the patient requires and how quickly the patient needs to be seen. This is to reduce the administrative demand on the GP workload.</p> <p><b>Winkleigh</b> On 14 October, Winkleigh Surgery reopened following a 4 week closure. The team moved in over the weekend and we are just in the process of finishing the last consultation room. The building extension and refurb has provided an additional 2 consulting rooms, much improved facilities for patients and the team. As soon as the project is complete, we will be utilising the additional rooms with the wider health professional team.</p>	

Correspondence to: Wallingbrook Health Centre, Back Lane, Chulmleigh, Devon, EX18 7DL.  
Tel 01769 580295.

VAT Registration Number 879082282

\*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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## Group Consultations

We held our first group consultation in the summer led by Practice Nurses, Karen and Sandy for patients who are at the pre-diabetic stage. The event focused on lifestyle changes in the hope we can prevent the progression of diabetes. Patients will receive a follow up in due course.

## Vaccination Clinics

- Flu, COVID Vaccination clinics are well underway with more clinics planned over November. The over 65 uptake has been good, with a lower uptake of under 65s currently. Second invites have been sent this week.
- RSV - We started to invite patients at the beginning of September, starting with the older eligible population who remain eligible for the shortest period. We are currently restricted with appointment availability due to the existing flu & covid clinics and the space the vaccines require within the fridge. As soon as the COVID and flu clinics finish, we will be inviting and offering more RSV appointment availability. those entitled will be invited.
- Pneumo/Shingles – We are also planning some pneumococcal and shingles catch up clinics, those entitled will be invited.

## MOB Invites with booking links

We have started the new MOB booking system providing links to patients to book their own MOB appointments online, the patients is sent a unique link which links to a specific appointment slots (with the right clinician and the right amount of time), we hope this provides improved access for patients making appointments as they will be able to make their appts 24/7, will reduce DNAs where in some cases we have made and sent appointments and reduces the incoming call volume.

## FFT

Response	May Number	%	June Number	%	July Number	%	August Number	%	Sept Number	%
Very Good	226	86.9%	234	87.6%	320	93.6%	246	90.1%	221	89.1%
Good	19	7.3%	25	9.4%	16	4.7%	15	5.5%	17	6.9%
Neither Good Nor Poor	6	2.3%	4	1.5%	2	0.6%	4	1.5%	2	0.8%
Poor	4	1.5%	0	0.0%	2	0.6%	3	1.1%	4	1.6%
Very Poor	2	0.8%	3	1.1%	1	0.3%	2	0.7%	3	1.2%
Blanks	3	1.2%	1	0.4%	1	0.3%	3	1.1%	1	0.4%
Total	260	100.0%	267	100.0%	342	100.0%	273	100.0%	248	100.0%

## Registration Figures

- Feb 23 – 7249
- March 24 – 7371
- October 7453
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## Action plan for 24/25

- Team stability
- Increase training provision (GPs)
- Reintroduction of nursing students
- Increase pharmacist service (to include hypertension provision)
- Continue to embrace digital technology to improve patient access
- Online booking of nursing appointments
- Digitalise all aspects of online registration
- Review patient recall systems for non-month of birth recalls
- Completion of Winkleigh Branch Surgery.

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5.	<b>Annual Patient Meeting Update</b> Consider combining with a coffee morning/afternoon next yr to see if we can obtain greater attendance.	BH / ALL
6.	<b>Defer to next meeting:</b> <ul style="list-style-type: none"> <li>○ AGM Minutes</li> <li>○ GP Patient Survey Results 2024</li> </ul>	BH
7.	Feedback from local representatives: <ol style="list-style-type: none"> <li>1. Annual Month of Birth Review – patient not reviewed inline with MOB. LH to review</li> <li>2. Free health checks to over 75s – can we advertise more widely. i.e. Newsletter/TV screens</li> <li>3. Patient reported they just wanted to use the telephone and speak to somebody to arrange an appointment. Encouraged representative to explain they can and enquire as to why they feel they might not be able to. Does the telephone message need to be made clearer.</li> </ol>	<ol style="list-style-type: none"> <li>1. LH</li> <li>2. BH</li> <li>3. SS</li> </ol>
8.	<b>Any Other Business</b> <ol style="list-style-type: none"> <li>1. <b>Newsletter</b> – request before end of yr, to include: <ul style="list-style-type: none"> <li>○ Community Transport Service</li> <li>○ Local Activities</li> <li>○ Vaccinations – which vaccines/eligibility</li> <li>○ Over 75 Health Checks</li> </ul> </li> <li>2. <b>Consider change of meeting day/afternoon</b> <ul style="list-style-type: none"> <li>○ Survey to be sent</li> </ul> </li> <li>3. <b>Local Activities</b> <ul style="list-style-type: none"> <li>○ All emailing to BH</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. BH</li> <li>2. BH</li> <li>3. BH</li> </ol>
9.	Date of next meeting: tbc	

*Patients are reminded that all questions and comments for the practice are welcome. You are welcome to contact the Patient Participation Group members, their contact details 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 Managing Partner who will be pleased to make an appointment to discuss the matter in confidence.*

### PPG Meeting Dates for 2024

- Thursday 25<sup>th</sup> January
- Thursday 26<sup>th</sup> March
- Thursday 23<sup>rd</sup> May
- Thursday 18<sup>th</sup> July
- Thursday 26<sup>th</sup> September
- Thursday 28<sup>th</sup> November

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