



WALLINGBROOK PATIENT PARTICIPATION GROUP

ANNUAL PUBLIC MEETING MINUTES

Thursday 13 July 2023 at 5pm

Wallingbrook Health Centre

Present:

PPG Group Members: Shelley Sherman (SS), Jack Earnshaw (JE), Maggie Samuel (MS), Mary Bavidge (MB)

Wallingbrook Representatives: Lucy Harris (LH), Kate Burns (KB)

Mid Devon Healthcare Primary Care Network Representatives: Dr Jo Harris, Richard Ward

Members of the public present:

AW, AR, CR, MW, CW

Apologies: Bill Graham (BG), Rosemary Rives-Roberts (RRR),

1	Welcome to the meeting by Shelley Sherman, PPG Chair.	
2	Minutes of the last AGM meeting The last APM minutes were approved.	Approved
3	5 Ways of Wellbeing talk by Simon Bloomfield and Jess Bannister, Mid Devon Healthcare Primary Care Network Wellbeing Team Link to download the information: gORnpMG8ys (dpt.nhs.uk)	
	<p>Following the 5 Ways of Wellbeing talk, Simon and Jess explained the services provided by the Mid Devon Wellbeing Team.</p> <p>The team help people who are feeling stuck, who's sense of wellbeing or health has reduced, enabling them to feel less stuck and able to have a more fulfilling life, connecting them with their communities, local clubs, and organisations.</p> <p>The social prescribing service been available for 2/3 years. It is a preventative service and takes some of the pressure of GP's & Healthcare sector. Referrals are increasing.</p> <p>A Young Persons Social Prescriber is planned.</p> <p>Patients can self refer via email or website, make contact via the GP practice. The team have a noticeboard in the Wallingbrook Waiting Room detailing any courses available and contact information. The practice Facebook page also</p>	

	<p>advertises the services available.</p> <p>Questions from the floor:</p> <ul style="list-style-type: none"> • How does the service differ from TalkWorks? There is a very slight cross over, Social Prescribers work more holistically, covering mental health, and health and wellbeing. 	
4	<p>Update from Mid Devon Healthcare Primary Care Network by Dr Jo Harris, Clinical Director.</p>	
	<p>Jo explained:</p> <p>Primary Care Networks were created in 2019; their stated aims were to stabilise general practice, dissolve the historic divide between primary care and community services, and to reduce health inequalities, all of which were to be achieved through the phased introduction of additional services and an expanded multi-disciplinary workforce.</p> <p>The Mid Devon Healthcare Primary Care Network group of practices started working together started in July 2019. All the network practices (Bow, Mid Devon Medical Practice, Redlands & Wallingbrook) are passionate about providing rural GP Practice, and have been incredibly fortunate, we have shown how well we can work as a big group.</p> <p>The catchment area for the PCN GP practices is large due to its rural location; it takes approximately 1.5 hrs to drive from one side of the PCN to the other.</p> <p>The group reviewed the patient journey looking to improve the service. Funding was available to recruit additional roles, each PCN are tasked to direct the funding to where it is most needed for patient services.</p> <p>The group targeting reviewing services explained that statistics revealed 80% appointments were due to loneliness. Every physical illness has links to loneliness.</p> <p>As a result of this, the PCN now employs the Social Prescribing team, a pharmacist team, a First Contact Physiotherapist Service, a Mental Health Practitioner as part of a collaborative service.</p> <p>They also provide Evening and Weekend Appointments, with all practices collaboratively working together to provide.</p> <p>The Paramedic services was initially shared across the PCN practices, however the distances being travelled meant the time was not utilised efficiently, so now each practice has a Paramedic.</p> <p>The PCN contract is for 5 years, due to finish in 2024. We await NHS England updates as to whether an extension will be provided.</p> <p>Next Steps:</p>	

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

VAT Registration Number 879082282

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	<p>The group will be recruiting a Young Persons Social Prescribers; looking to set up a Young Persons Group, and connecting with outside additional resources, once additional funding has come through.</p> <p>Questions from the floor:</p> <p>What group of practices are in the PCN:</p> <ul style="list-style-type: none"> • Bow Medical Practice • Mid Devon Medical Practice • Redlands Primary Care • Wallingbrook Health Group <p>Does this effect which hospital you go to?</p> <p>JH: No, hospitals are different services. RD&E & NDDH are now combined, and patient's notes can be seen at both sites. Consultants often work at both sites.</p>	
5	<p>PPG Chair Report provided by Shelley Sherman (SS)</p> <p>The Patient Participation group is made up of patients from the Wallingbrook Health Group. The government expects every practice in the country to have a PPG. One of the aims is to get feedback from patients, whether that is an opinion on something, or ideas. Another aim is helping patients understand the points of view of the practice staff. The PPG is consulted prior to changes to the practice, and we try to be helpful!</p> <p>I joined the PPG in June of last year when all the meetings were via Zoom owing to the Covid Crisis. By November I became the Chairperson, so, I am, of course, very, much a 'new girl' so the help of my fellow members has been very welcome.</p> <p>We all know why there hasn't been an Annual Patient Meeting for some time, Covid prevented many meetings of every sort.</p> <p>I don't want to dwell on the past, but I think it should be recorded that the entire staff of the Wallingbrook Health Group worked extremely hard to serve the communities within the Wallingbrook Health Group, often becoming ill themselves caused by the extra workload and patients needs.</p> <p>The pressure they all worked under was intense and their efforts heroic. The virus helped us to understand the importance of wellbeing and that mental health should not be played down compared to physical health. Clearly the future of our wellbeing is safe in the hands of our Health Group.</p> <p>As the PPG move forward, we are hoping to find new members to join us at our meetings, especially from areas not covered by existing members.</p> <p>We want everyone in the Wallingbrook Health Group area to know about the</p>	

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	<p>PPG and our aims, so that we can help patients and healthcare staff alike.</p> <p>Our meetings are every 2 months and last for about 90 minutes, which we find easy to manage.</p> <p>If you feel you may like to join us, we would be delighted to welcome you to the PPG.</p> <p>Has anyone any questions?</p>	
	<p>Questions from the floor.</p> <p>Question: What influence has the PPG on the GP Services? Answer: Unable to make decisions, however the group makes recommendations for review and consideration by the team</p> <p>Question: eConsult specific questions within the online consultations are repetitive? Answer: There are several approved online consultations software programmes that GP Practices can choose, currently we have selected eConsult as the preferred option due to the enhanced clinical safety netting it offers, the software is constantly under review. Patients are encouraged to use eConsult where possible, however the practice understands that the service must be accessible to all, so offer, online consultations, telephone or complete a handwritten form to consult with the GP or clinician.</p> <p>Question: Do the PPG fund raising for equipment? Answer: The PPG at present do not undertake fund raising events, many local PPGs do to raise monies for surgery equipment.</p> <p>JE advised the PPG can also respond to queries and explain to people on how processes now work.</p> <p>Thank you very much for coming and we hope to see you again soon.</p> <p>Meeting closed at: 17:55</p>	

Date of next PPG meeting: Thursday 14 September 2023, 2pm, Wallingbrook Health Centre

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