

# Wallingbrook Health Group

Chulmleigh • Winkleigh



## Wallingbrook Patient Participation Group

### Annual Patient Meeting

Thursday 11<sup>th</sup> July 2024, 5pm. Winkleigh Village Hall

### NOTES

#### Attendees:

- Maggie Samuel, representing Shelley Sherman, Wallingbrook PPG Chair.
- Andrew Warner, Wallingbrook PPG Member & Winkleigh Representative
- Dr Matt Owen, GP Partner, Wallingbrook
- Lucy Harris, Managing Partner, Wallingbrook
- Simon Bloomfield, Mid Devon Health Primary Care Network, Social Prescriber
- Members of the public: 3 - GG, AD & PK

#### Notes

1. Meet your Social Prescribing Team: Talk by Simon Bloomfield, Mid Devon Wellbeing Team.
2. PPG Chair's Report: Maggie Samuel on behalf of Shelley Sherman, PPG Chair.
3. Questions from the Floor:

#### Questions from the floor

##### **Request to see GP face to face, concerns that this may not be possible.**

Dr Owen clarified it is absolutely possible. New triage system explained to attendees and its purpose (to ensure the same day team review every request, thus ensuring those with the greatest clinical need are seen first). Dr Owen explained patients simply need to inform the team the outcome they would like from their request, and this will be passed to the duty team.

##### **Thanks**

Thanks, from a registered patient who has moved to the area, experienced other practices in the country and believes the care provided by Wallingbrook to be excellent.

##### **Queries re patient care and accessing home visits.**

Clarified the procedure in relation to this query specifically.

#### **The aims of the Wallingbrook Health Group Patient Participation Group are to:**

- provide feedback on patients needs, concerns and interests.

- challenge the Practice constructively, whenever necessary.
- represent patients' opinions, good or otherwise, to the Practice and help the patients to understand the Practice's viewpoint.
- undertake projects or reviews to enhance the performance of the Practice in the community.
- ensure a consultation process is built into new initiatives or change, so there is a reasonable time for genuine feedback from the PPG and community prior to implementation.

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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.