

## **Chillington Health Centre**

### **PPG Committee Meeting**

**Wednesday, the 8th of October at 17:30 hours**

#### **In attendance**

Peter Breach  
Marianne Bailey  
Francis Carnegie (Senior Partner)  
Andie Day (Chair)  
Debbie Gales  
Kim Greening (Recruiter)  
Jade Greet (Practice Manager)  
Suzi Garrod (Next Steps Together)

#### **1. Welcome**

Andie welcomed all committee members and introduced Debbie Gales who is interested in joining the committee, and Suzie Garrod who joined us to talk about Next Steps Together.

#### **2. Apologies**

Amy Gunther, Philip Groves (Deputy Chair)

#### **3. Sign Minutes**

The minutes of the last meeting on 2/7/25 were previously agreed and signed.

#### **4. Review actions from previous meeting.**

- Grant application information sent to SCOF.
- PPG newsletter now being distributed to entire practice mailing list- October issue pending.
- Software for newsletter supplied to PPG from Jade.
- Text messages resumed from dispensary when medication is ready.
- Hard copy of the friends and family test now available in reception.
- PPG survey edited and shared in latest PPG newsletter.

Carried forward from last meeting-

**PPGUK GDPR document** it was agreed this will be discussed at a separate meeting due to time constraints.

**Action: Andie to circulate potential meeting dates.**

**PPG AGM** it was agreed to defer until the next meeting.

## **5. Next Steps Together - Tumbly Hill Health and Wellbeing Hub, Kingsbridge.**

Suzi Garrod, CEO of Next Steps Together, provided an overview of the development of the Hub. The initiative originally began as a Compassionate Café, offering a safe space for open conversations around death and dying. It later evolved to support individuals living with dementia and their carers.

Suzi successfully led a bid to secure its future, enabling the transformation of the site into a vibrant community hub.

The dementia care model draws inspiration from a Dutch approach, where carers are also cared for. A key feature of the hub is its intergenerational focus: individuals living with dementia are empowered to share their skills with younger generations through activities such as cooking, gardening, and craft.

Social prescribers are actively signposting to the hub, with GPs in the Kingsbridge area referring patients for falls prevention. Individuals can also self-refer to activities such as Devon Breathers.

## **6. Newsletter**

It was agreed that the PPG newsletter will now be incorporated into the quarterly practice newsletter, ensuring regular updates every three months. In addition, the PPG will produce a standalone annual newsletter following the AGM, which will include a review of the year. The next practice newsletter will be published mid-December.

**Action: ALL Please send any articles to Andie by the end of November. These will then be passed on to Jade in early December.**

## **7. Recruitment**

The recent PPG survey generated interest from 12 people interested in joining the committee. Following further engagement, two potential new members have emerged, though neither could attend this meeting. The PPG was delighted to welcome Debbie Gales to the committee today, having been directly recruited by Andie. It was acknowledged that achieving full representation of the community remains an ongoing challenge. Kim highlighted that engaging younger members continues to be particularly difficult.

## **8. Patient feedback**

Andie shared positive feedback received for Francis, recognising his compassionate end-of-life care for a patient.

A separate patient reported confusion when trying to contact the surgery online; this issue has now been resolved, and online contact is available during core hours. Francis confirmed that online contact was available from 08.00 until 18.30 every day as per the recent agreement within the GP contract.

Further feedback included a concern raised by East Portlemouth Parish Council regarding ambulance access to a remote area within the GP catchment. Two ambulances became stuck on a narrow road while attempting to reach a patient. Andie followed this up with South Western Ambulance Service Trust (SWAST) on the Parish Council's behalf, and the incident log has since been updated and actioned.

Additionally, a patient in labour experienced difficulty accessing a midwife from Derriford for a planned home birth, as no one was available. The patient contacted Torbay Hospital, who were very helpful. The baby was safely delivered before a health professional could arrive.

## **9. Surgery update**

Darren Thomas, previously a salaried GP, left the practice in August to take up a partnership role in Paignton. The team also said farewell to receptionist Erin and welcomed two new receptionists, Liberty and Georgina.

Jade shared positive patient feedback gathered via randomised text surveys following clinic visits—the responses have been overwhelmingly favourable.

There was discussion around *You and Your General Practice (YYGP)* and the Practice Charter, both of which set out what patients can expect from the practice and how to provide feedback. Andie asked whether direct links to the Integrated Care Board (ICB) and Healthwatch should be included on the practice website for patient feedback. It was agreed that the surgery should generally remain the first point of contact, and that additional links may not be necessary.

## **10. Notice/action board**

Marianne was thanked for maintaining the PPG noticeboard in the reception area. The laminated materials look smart and well-presented. A request was made for additional space, as currently only half the board is available. Jade confirmed that the PPG will have full access to the board going forward.

The rolling video in the waiting area, created using PowerPoint slides, is an effective way to share NHS and Practice updates. It was agreed that the PPG may contribute a slide featuring 'You Said, We Did' to highlight recent actions and keep patients informed about PPG activities. Thanks were given to Marianne and Kim for their work looking at creating a feedback board.

**Action: Kim and Andie- PowerPoint slides to be designed and forwarded to Lisa.**

### **11. Vaccination clinic**

The next clinic is scheduled for Saturday 11 October, with additional dates potentially to follow. Future sessions are expected to be smaller in scale, so PPG support with marshalling is unlikely to be needed. The PPG committee were thanked for their support with the clinic.

### **12. Future work**

It was unanimously agreed that interim meetings between 3 monthly committee sessions are necessary to plan and advance future workstreams. These meetings will take place every six weeks and will involve committee members only, excluding practice staff.

**Action: Andie to circulate potential meeting dates.**

### **13. Emergency Plan**

The Stokenham Parish Council Emergency Plan was sent to Jade in July from Kim. Anybody who wishes to view the Emergency Plan can find it on the Stokenham Parish Council website. This website version is without the confidential section containing the names and telephone numbers of the local volunteers who will help in the event of a major incident.

### **14. 24-hour ECG monitoring.**

A discussion took place regarding the possibility of offering 24-hour ECG monitoring locally—an initiative previously explored by SCOF. Francis explained that this is not currently feasible due to ongoing challenges with equipment maintenance and the clinical time required to fit and interpret results, which are not funded by the NHS. While Express Diagnostics offers a fast and efficient service, travel distance remains a barrier for some patients. It's hoped that future technological advances may help improve local access in the medium to long term.

**Action: Kim to feedback to SCOF.**

### **15. Any other business**

Kim kindly agreed to take notes during the meeting. A volunteer was requested to type up the minutes, but no one came forward. Debbie expressed interest in possibly taking on this role at future meetings, once she's had a chance to observe how the process works.

**Date of next meeting – Wednesday, the 14th of January at 17:30 hours.**