

Chillington Health Centre
Patient Participation Group (PPG)
Committee Meeting Minutes
Date: Wednesday, 29th April
Time: 17.30 – 18.45
Venue: Chillington Health Centre

Present

- Peter Breach (PB)
- Marianne Bailey (MB)
- Francis Carnegy (FC) – Senior Partner
- Andie Day (AD) – Chair
- Philip Groves (PG) – Deputy Chair
- Debbie Gales (DG)
- Jade Greet (JG) – Practice Manager
- Kim Greening (KG) - Recruiter
- Katie Panton (KP)

1. Welcome

AD welcomed everyone to the meeting

2. Apologies

Received from Amy Gunther

3. Signing of Previous Minutes

The minutes of the meeting held on 4th March 2026 had been finalised, agreed, signed and shared.

4. Actions from Previous Meeting – Ongoing

- No response received following AD's email to all PPGs within the Primary Care Network (PCN)
- All other items actioned

5. Patient Feedback

Slapton Prescription Delivery Service

- Positive feedback received regarding medication deliveries to Slapton village shop.
- FC confirmed 30 patients have signed up and sees no reason the scheme cannot continue long-term.

- KP asked whether the scheme could be expanded; FC noted eligibility is flexible, so more patients could use it, but would need to assess demand and SCOF availability.
- FC suggested having sample pots available at the village shop to reduce patient travel.

Actions:

- JG to explore expansion of the service and discuss with SCOF and the dispensary team
- KP to discuss feasibility of storing sample pots at the village shop and then liaise with JG.

Patient Access to Blood Test Results

AD discussed that some patients had made contact regarding confusion over accessing blood results. Current policy is that if results are normal patients will not be contacted, but this is not obvious to all patients.

Results are available on the NHS App.

Action:

- FC to liaise with staff to ensure they make patients aware of the above policy
- Lisa is NHS App Ambassador and can provide a group explanation session for patients who would like support with the App

Zero Tolerance Policy

The surgery reiterated its zero-tolerance stance on rude or abusive behaviour. It was reported that overall this was very minimal with only three patients ever having had letters.

6. Patient Complaints/Compliments/ Practice Priorities

AD asked whether the PPG could access themes from patient complaints and compliments. JG explained most complaints are minor issues and confirmed she completes a thematic return for the NHS. FC explained that compliments are mainly informal.

FC confirmed that the surgery's ongoing priorities are to remain a sustainable, independent small practice and to maintain safe, effective, and timely patient care.

Action:

- JG to share the NHS complaint themes return with the PPG.

7. Patient Survey

The group discussed whether an additional patient survey was needed, given existing NHS and Friends & Family surveys. If undertaken, the survey would need clear aims and wording. One suggestion was to ask patients what services they would like the surgery to offer.

KP and DG have expressed an interest in helping with the survey

Action:

All members to consider questions that may be considered for a future patient survey, forward to AD.

8. Project Updates.

Stokenham Primary School - Sun Awareness Campaign

DG provided an update on her work with Stokenham Primary School in relation to the 'Sun Awareness' health campaign. As part of the joint initiative, pupils will produce artwork to be displayed in the surgery. The artwork will be converted into PowerPoint slides for use on the waiting room screen.

Action:

- DG to support transfer of artwork into digital slides.

Kingsbridge Community College – Mental Health Support

AD provided an update following a meeting with KCC regarding potential mental health support for students. It was noted that substantial support mechanisms are already in place. Also, limited engagement from other PPGs within the Primary Care Network may present challenges to progressing the initiative.

CPR & Defibrillator Training

SWAST have offered and been contacted regarding CPR/defibrillator training for all local communities. There is clear local demand, and the PPG will continue exploring delivery options.

Slapton already have a system in place to provide the training- KP has a direct contact.

Action:

- KP to share contact details with AD.
- AD to continue discussions with SWAST and identify suitable training arrangements.

9. Health Awareness Campaigns

Campaigns include:

- Mental Health Awareness Week
- Dementia Action Week
- Melanoma & Skin Cancer Awareness Month

KP confirmed that a slide has been produced for melanoma and skin cancer awareness, and AD has provided posters to support awareness month. KG will prepare a slide for Dementia Action Week, while MB will create an in-surgery display.

DG questioned the impact of noticeboards; FC suggested simple, bold messaging is most effective.

Actions:

- AD will forward KP slide to JG

- KG to produce dementia slide.
- MB to prepare dementia display and arrange melanoma and skin cancer awareness posters.

10. Dispensary/Dispensing Machine

New Dispensary Hours

AD requested an update on the trial change to dispensary opening hours. JG reported that the revised hours are working well, with no significant issues identified, aside from one or two patients attending at the incorrect time due to forgetting the change. The trial of the new hours is ongoing.

Action: Consider asking patients their views if a patient survey is undertaken

Dispensing Machine

All agreed that awareness of the dispensing machine needs to increase. DG suggested signage near the surgery access point. KP agreed to create a PowerPoint slide for the waiting area.

Action:

- JG to explore options for improved signage.
- KP will forward slide to JG

11. Road Closure Update

The road closure has not significantly affected day-to-day operations and arrangements put in place at Slapton have been successful.

12. Surgery Staff & PPG Engagement

It was agreed that shared activity would help strengthen relationships and awareness of roles. JG suggested the PPG meet staff during a Wednesday half-day training session or during the quarterly PCN meetings.

Action:

- JG & PPG to arrange a suitable session.

13. Practice Update

JG reported:

- Two new receptionists appointed.
- Recruitment underway for dispensary staff.
- Dr Roe expanding minor surgery/dermatology and steroid injection services.
- A locum nurse is providing gynaecology appointments.

- Leanne is providing a weekly dermoscopy clinic
- KP suggested the website should list all available services.

The PPG questioned the practice about various services. KG suggested creating a community-focused guide to services such as eye tests, hearing tests, ear syringing, podiatry, and social care. AD noted this will be picked up at an interim PPG meeting.

Action:

- JG to review and update website service listings.
- PPG to discuss developing a community focused guide to services at the next interim meeting.

14. Any Other Business

The recent COVID clinic marshalling was reviewed and considered successful.

FC thanked the PPG for their support.

22. Date of Next Joint Committee Meeting

Tuesday 14th July 2026, 17.30 – 18.45, Chillington Health Centre.