Chillington Health Centre

Patient Participation Group (PPG)

Committee Meeting Minutes

Date: Tuesday 14th July 2026, 17.30 – 18.45

Venue: Chillington Health Centre

Present

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

1. Welcome

AD welcomed all committee members.

2. Apologies

Received from Amy Gunther (AG)

3. Signing of Minutes

The minutes of the committee meeting (29/04/26) were previously shared, agreed and signed.

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4. Actions from previous meeting

All items actioned

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5. Patient Feedback

- AD relayed positive feedback from the family of a patient. They were grateful for the ongoing support from the surgery

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6. Complaint Review Themes and Procedure

- AD thanked JG for sharing the 2025-2026 review themes. The committee was heartened to see the low number of complaints received, the learning from the complaints and improvements made by the practice.
- AD requested feedback following a complaint about end-of-life care and the implementation of the Marie Curie/RCGP Daffodil Standards. FC confirmed that work on this remains ongoing.
- DG asked if the complaints procedure was sufficiently clear to patients. JG said there is a leaflet which lays out the full procedure and timings for patients.

Action

- JG to put the leaflet onto the practice website and send a copy to PG to distribute to the committee

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7. Project updates

Health & Social Care coffee morning

KG described the context for the project which is to provide an opportunity for older people and/or their carers to come together socially and receive signposting to health and social care support. Chillington Village Hall or Stokenham Parish Hall could be a potential venue.

Discussion

- Agreement that it could be a valuable initiative and should be scoped further
- Broad discussion around frequency, legal requirements, partner organisations to provide signposting and possible speakers for the coffee mornings
- Suzi Garrod at Next Steps Together (NeST) has agreed to provide advice/help
- AD suggested we run a pilot to assess levels of interest and relevant topics

Actions:

- AD to provide KG with details of memory café lead who may be able to assist
- KG and MB to report back after a Stokenham Parish Council talk from Victor Abbott, South Hams District Councillor on Dementia Friendly Parishes
- KG to discuss further with Suzi Garrod
- Committee to explore further at our next interim meeting

Stokenham School – Healthy Eating Campaign

DG provided an update and the latest artwork from pupils at the school. The initiative is linked to 'Snacktember' (choosing healthy snacks campaign to run through September). DG has removed pupil names and created a montage of the individual pieces on a single slide

Discussion

- Unanimous agreement that this is a great community initiative and thanks to DG for leading on it and producing the montage

Actions:

- DG to share the montage of artwork with the school and check that they are happy for it to be displayed at the surgery
- DG to share the artwork with AD to produce an A3 laminated poster for the PPG board
- DG to send slide to JG for Digital display
- MB to display laminated poster on PPG board

CPR training

AD provided an update. Despite best efforts no progress has been made with SWAST. AD is trying to set up a training session for South Pool and has contacted an alternative provider – Riviera Events Solutions CIC. There is a charge for the service.

Actions:

- AD will report back to the committee on any progress

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8. Health Awareness Campaigns, Notice Board & Digital Display.

Health Awareness Campaigns:

AD highlighted that there are no relevant campaigns for July/Aug. Agreement that the Stokenham artwork could be used. MB said that she has left sun awareness in place for the summer months.

Discussion

- September is Suicide awareness. Agreement that we should cover this including signposting to support organisations
- AD and FC stated that this highly relevant not least because of the level of farmer suicide in the SW. PB has reached out to the local NFU to discuss meeting with Young Farmers to see if there is a need to provide mental health support. No response received. AD can provide PB with some additional contacts if required
- Agreement that the campaigns are a good initiative for the PPG and should continue. Thanks to MB & PB for the scoping work they carried out for 2026, agreement that they will do the same for 2027 in November
- AD raised the idea for 'drop in' BP checks at local pubs/social meeting places. The objective is to provide a convenient check for individuals less likely to access health services. Individuals are signposted to their GP if any issues are identified. KP volunteered to be involved if AD takes this forward.

Actions:

- MB to discuss materials for Breast Awareness October with AG
- MB & PB to research topics for 2027. KP to send out reminder.
- KP to provide reminders to committee members leading on campaigns
- AD to keep the committee updated on BP check initiative

Notice Board & Digital display

MB commented that the current digital slide in the waiting area changes too quickly FC said he'd check and arrange for it to be adjusted as required. AD stressed that any admin requests, including items for digital display, should be sent to JG.

Actions:

- FC/JG to check waiting area digital display and slow down slide transition

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9. NHS Patient Survey

The committee have reviewed the results of the survey and agree that they are very pleasing. FC said that the practice echoes that. AD highlighted that one area of potential development is ease in using the NHS App.

Discussion

There was agreement that the App will become the primary way in which individuals access reports, make appointments, request prescriptions etc. As such, increasing awareness and familiarity with the NHS App is important. AD asked if this is an area that the PPG could support the practice in delivering.

Actions:

- Keep NHS App training as an agenda item
- Explore potential for inclusion in coffee morning sessions
- Explore setting up an introductory/tutorial session with Lisa (Practice NHS App lead)
- KG to contact Suzi Garrod to get information on sessions delivered at Tumbly Hill

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10. Road closure

AD asked if there have been any changes to patient numbers due to the A379 closure. FC reported that patient numbers remain steady, there has been a loss of around 20 patients recently but this can't necessarily be attributed to the road closure.

Agreement with Start Circle of Friends (SCOF) that medicines collection from Slapton shop will be expanded to include any dispensing patient who wishes to use the scheme. This was included in the June Newsletter (in the SCOF section) and KP suggested a flyer to be displayed in the surgery and shop would be useful.

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11. Staff/PPG engagement PCN meeting

The next meeting is 22nd September which coincides with the next PPG committee meeting. FC invited committee members to drop in for 15mins or so ahead of our meeting.

Actions:

- Committee members to let PG know if they'd like to attend the PCN meeting

10. Practice update

FC informed the committee that:

- The practice has received additional funding for Dr Grove-White to provide extra sessions for her women's health clinic into next year
- Dr Hannah Schneider will be covering FC's sessions during his sabbatical (3rd Aug – 7th Sept)
- The surgery has a new receptionist and a new dispenser will be starting next month
- Signs for the Dispensing machine and reception are on order
- The next practice newsletter will be end of September

Actions:

- PPG to provide JG with PPG section for the newsletter by mid Sept

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11. Any Other Business

- MB asked for information on initiatives being undertaken by the practice in line with the RCGP Active Practice award. FC responded that it is primarily offering advice and recommendations regarding exercise
- AD confirmed that PG will be taking over as Chair and KP as Secretary. PG thanked Andie for leadership and the huge contribution she has made to the PPG
- PB offered to host the next interim PPG meeting, date TBA

Actions:

- PG to contact PB for suitable dates for interim meeting
- KP to circulate options to committee members

AD highlighted that KG has been in contact with the Four Rivers Dementia Alliance. Their key focus is building dementia friendly communities and although they don't cover our area there are a number of steps that could be taken to ensure we are dementia friendly. KG suggested that signage in the practice could be improved especially for patients with impaired cognitive function. MB asked how many dementia patients are registered at the practice.

Actions:

- FC to send the registered number of dementia patients to PG
- KG to find out if Four Rivers Dementia Alliance carry out dementia friendly assessments for consideration at next meeting

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Date of Next Joint Committee Meeting: 22nd September 2026, 17.30 – 18.45, Chillington HC