

**Minutes of the second meeting of the Redlands Patient Participation Group (Redlands PPG) held on Wednesday 7<sup>th</sup> November 2024 at 5:30 p.m. at the Redlands Surgery.**

Minute	Discussion	Action
Present:	Erica Williamson, Chairman, Dr Jo Harris, Marilyn Daw, (Secretary), Lin Denner (previous Newcombes PPG Chair), John Downes, (District Councillor), Maggie Dunlop, Margaret & Michael Elliot (Sandford), Denis Mardon (Citizen's Advice & Volunteer, Crediton), Kay Piercy (Social Worker & Ex Crediton Town Councillor), Zoe Rhydderch-Evans, David Waldron (Thorverton).	
Apologies:	Susan Harrod, Hazel Evely & Barbara Clift.	
Opening Remarks:	<p>As this was a different group from the first meeting Erica advised that she had taken on Chairmanship for the first six months and needed a volunteer to be Secretary. Marilyn Daw offered to take on this role. Staff input at that meeting had been from Dr Jo Harris and Dr Twomey centring on a Healthy Lifestyle. She felt we should reach out to younger people.</p> <p>She advised that we should contact other PPGs on-line to see how they work. Jo advised that the Practice is looking for the group to engage and work together with the Practice to advise and help make changes in their services.</p> <p>Each member introduced themselves and advised of their particular interest.</p>	
Objectives:	<p>Discussion took place on the role of a PPG and its objectives.</p> <p>Various ideas of communication were muted:</p> <ul style="list-style-type: none"> <li>a) Practice Website &amp; Facebook page</li> <li>b) Invitation to patients to attend meetings</li> <li>c) Small information sheet for patients</li> <li>d) Newsletter – advising of positive initiatives i.e. Paramedic; Physiotherapist and their role in the Practice system plus the Pharmacy.</li> <li>e) Introduction via leaflet of the Practice via Dental Practices, Young Parent Groups, School Associations, Local Parish Newsletters &amp; Markets.</li> </ul> <p>Redlands to work with this group to help patients understand what services are on offer. Jo and Rachel Practice Contacts for the PPG. It was noted there is no funding.</p>	
Website:	Members to look at the Redlands website and come back to next meeting with constructive advice.	All
“Waiting list” & online-consult list:	<p>Jo advised that she would prefer a new title for this online facility. This is the way the surgery now sets up appointments for patients to see their own doctor where possible.</p> <p>The clinicians are only able to deal with 60 a day (sick notes etc) on the online-consult list.</p>	All

Suggestions for future action:	<p>Group to study the Practice plan of work &amp; communicate any positivity.</p> <p>Possibility of a PPG Newsletter. Journalist to be approached to help Lynne, Kay and John.</p> <ul style="list-style-type: none"> <li>• Simple Questionnaire for patients <ul style="list-style-type: none"> <li>a) doing well</li> <li>b) meeting patient needs</li> <li>c) what can be done differently</li> </ul> </li> </ul> <p>with a letter box reintroduced in surgeries for completed forms and the responses to be reviewed by this group.</p> <p>Small information sheet for patients possibly letting them know the tiers of staffing and their roles.</p> <p>Other PPGs in larger Doctor's Surgeries i.e. Clare House Tiverton &amp; Wallingbrook, Chulmleigh to be contacted for their aims and objectives and feedback to be given at next meeting.</p> <p>7.00 p.m. Mr &amp; Mrs Waldron and John Downes left the meeting. Meetings to be held Bi-monthly. The first one in mid-January. A new sheet and questionnaire to be published if possible before Christmas.</p> <p>Name badges recommended for next meeting.</p>	LD/KP/JD
Date of Next Meeting:	To be advised.	

**Signed:** ..... **Chairman**      **Date:** .....