

**Minutes of the Third meeting of the Redlands Patient Participation Group (Redlands PPG)
held on Thursday 23rd January 2025 at 5:30 p.m. at the Redlands Surgery.**

Minute	Discussion	Action
Present:	Marilyn Daw (Secretary), Dr Jo Harris, Barbara Clift (Thorverton), Lynne Denner (previous Newcombes PPG Chair), Becky Stanhope, Margaret & Michael Elliot (Sandford), names to be added.	
Apologies:	Cllr John Downes, Simon Goodenough, Maureen Speller & Sue Harrod.	
Opening:	It was noted that an introduction to Primary Care could be made on the Web Site advising that there are options to see other medical personnel as well as the GPs and that any of these cases are always referred to the GP's. There needs to be a trust in the process.	
Chair:	As at present there is no Chair elected the Secretary agreed to take the meeting. It was decided to circulate for a chairperson and possibly a Vice Chair to share the load.	MeD Secretary
Minutes	Of the meeting held 7 th November 2024 were taken as circulated and signed as a true record.	
Matters Arising:	<p><u>Contacting other PPGs:</u> Erica and the Secretary had contacted Wallingbrook, but this needed following up.</p> <p><u>Objectives:</u> During discussion PPG PRACTICE 365 was recommended as a guide.</p> <p><u>Redland's Website:</u> It was felt by members that the first page could be simplified but not necessarily to put the contact numbers first.</p> <ul style="list-style-type: none"> • Waiting Times and what to do about them. An active medical problem will have same day access the rest would be classed as routine/non urgent i.e. 7 days. • It was felt that a knowledge of the % who use the website and telephone systems would be useful. • Photos of all Clinical staff not just GPs to aid confidence • Roles of Clinical staff to increase understanding of best route to take. • Some find it easy to access all manner of medical assistance but prefer making a phone call. <p><u>PPG Newsletter:</u> Would need to focus on groups i.e.</p> <ul style="list-style-type: none"> • Pain relief - evidence based information • Mental Health – self referral talk • Upcoming, Vaccinations, programmes etc. • Small sheet available with Prescription or in Waiting Rooms. • Who is Who at Redlands • What is the latest Practice priority • Waiting times and what to do about it 	Secretary All JH

<p>*</p>	<ul style="list-style-type: none"> Any information needs to be up to date Jo will contact the retired Journalist to see if willing to help with a PPG Newsletter. Possibility of forming a sub-committee to meet between full PPG Meetings to consider carefully before rushing anything out including Patient Questionnaire and information sheet. <p>“My Care” was mentioned but as this is an RD & E based website would only confuse the issue.</p> <p>Jo advised that the contract for Redland’s Website is up in June, and they are looking at the presentation changing then.</p> <p>(An omission on my part as Chair I did not mention information on the Redland PPG Website advised by SG & LD Also, Margaret Elliott passed a practical sheet of helpful suggestions at the end of the meeting which I am passing to Jo Harris.</p>	<p>MeD</p> <p>JH</p> <p>Next meeting</p>
<p><u>Sue Harrod Suggestions</u></p>	<p>It was felt we had covered these useful comments in our discussions.</p>	
<p>Any Other Business:</p>	<p>Lynne Denner then outlined how welcomed and valued the old Newcombes PPG had been on the formation of Redlands with Karen as Secretary.</p> <p>Ideas they had implemented:</p> <ul style="list-style-type: none"> Comment Cards plus collection box PPG was a conduit between Surgery and Patients Contact had been made with QE School inviting the Sixth Form to become involved in questionnaires and meetings to no avail. Visited other Surgeries and looked at Noticeboards to see objectives. Arranged information evenings on Sun Cream usage & HRT. <p>Following suggestions, Health Watch Devon & NAPP to be looked at for support regarding our objectives. It was agreed Becky Stanhope to report back to next meeting.</p> <p>A suggestion re the possibility of Redlands speeding up referrals by having its own X-Ray system was impractical as specialist equipment expensive plus a Lead Room not a possibility on site.</p> <p>Debs spoke on her role at the Congregational Church and range of age groups covered each day of the week. She offered to run any ideas we have for communication by these Groups. She is also campaigning for a large Council Dustbin to be placed by the Bus Shelter to be emptied regularly by the Council Lorry.</p>	<p>BS</p>

Date of Next Meeting:	Thursday 20 th February 2025 at 5:30 pm as it was agreed that we need to meet more regularly at present to get the PPG functioning properly. The meeting closed at 6:30 p.m.	
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Signed: Chair Date: