

TADLEY PARTICIPATION GROUP (PPG)

Minutes of a meeting held on Wednesday 1st April in the conference room at Holmwood Surgery at 6:30 p.m.

Attended by: Paul Woodgate, Hayley Bone, Lorraine Burden, Matt Burden, Alan Chambers, Claire Chambers, John Davis, Derek Heath, Peter Parsons, Gillian Tomlins, Val Turnbull, Kate Wright, Graham Wright, Dr Annie Hogan, Alison Jenner, Heidi Williams and Hazel Metcalfe.

1. Apologies

There were no apologies.

2. Minutes of the last meeting.

The minutes were agreed a true record of the previous meeting.

3. Matters arising

- a) Poster - to be covered in item 9
- b) Stand at Silchester Fun Run - to be covered in Item 7

4. Report on the Communication sub-committee meeting with staff and management.

AJ highlighted the huge number of calls being triaged daily by the two duty doctors (up to 120 per day) saying that doctors and managers were beginning work extremely early and working late to cover the current workload and this is not sustainable. Dr Hogan gave her view that some days are very busy and would be less so without requests for urgent contact with a doctor which could not be sensibly deemed as **urgent** eg colds and sore throats.

The Practice is seeking ways to improve capacity; they had looked into employing Nurse Practitioners but this has not been feasible. The busiest times are predictably Mondays and after a Bank Holiday. The Practice anticipates this and reduces pre-bookable appointments at these times which make a slight difference.

5. PPG Newsletter

Following discussion it was agreed that the PPG newsletter will be used to:

- encourage patients to act more responsibly (in addition to being aware of their rights) - specifically regarding the use of the pharmacy and the need to reduce expectation that antibiotics will be prescribed for minor ailments. This relates to concerns that these drugs will cease to work in future years as a result of over-prescription.
- explain the methodology behind the triage system and the problems being experienced
- disseminate information on the working methods of the pharmacies and the advice available from a pharmacist. The booklet obtained from another Practice was felt to be too complicated to be useful for this purpose.
- persuade patients to switch from requesting repeat prescriptions over the phone to on-line to reduce staff time spent listening to messages.
- provide feedback on the results of the Friends and Family surveys.
- issue a reminder of the 48 hour and four day rules regarding repeat prescriptions
- describe the advantages of repeat prescribing in advance which is a little used system, only appropriate for stable prescriptions. This is time consuming to set up but subsequently time-saving.
- persuade patients to remain close to the phone they have used to contact the surgery to save doctor's time when they call back.

Members of the committee were asked to contact PW if they were prepared to work on the newsletter or had further ideas to contribute.

6. Chairman's report

The minutes for the most recent CCG meeting are not yet available. PW will follow this up. He asked for responses from PPG members to the information on the Basingstoke and Deane website regarding the new hospital to be built at Junction 7 of the M3, opening in 2018. These should be channeled through him. It was agreed that this request be circulated to the wider PPG members.

7. Marketing the PPG

JD (Marketing Lead) distributed outlines of his initial thoughts following a meeting with HW. A sub-group consisting of JD, PW (initially), CC, HB, VT and HM will develop these further. It was suggested a virtual group of young people, contacted via youth organisations and local colleges, might be a useful way to engage a younger demographic to the PPG.

Suggestions for initial promotions were:

- a focus on reducing the dependency on antibiotics with the beginning of Autumn possibly the best time for this
- patient responsibility regarding the arranging of the annual review for repeat prescriptions with relevant tests being organised by the patient prior to this and equipment in the waiting room being utilised.
- organisation of repeat prescriptions

Links between the PPG newsletter and ideas for the marketing plan were noted as being closely intertwined. The PPG will take over the updating of noticeboards.

8. CCG Campaigns

The annual list issued is comprehensive and members recognised that attempting to promote even a modest percentage of these campaigns is unrealistic. Given this, Paul will enquire as to how the CCG would like us to proceed. When she attended our December meeting, Gilly Duckworth offered resources and expertise which we will avail ourselves of once our priorities are set.

9. Engaging young people in the PPG

Members need to be 16+. Suggestions included:

- asking young people to join a wider group as consultants on relevant topics
- seeking the advice of young carers
- surveying young people to discover health topics they are concerned about
- inviting parents of younger children through clinics
- inviting people through flu clinics
- approaching QMC and BCOT to 'find' young adults who might be interested in a virtual focus group
- using social media to engage people

10. Any other business

AJ thanked PW and HM for participating in the recent inspection of the Practice and said that the results aren't available yet but, from the feedback given by the Inspection team, are believed to be positive.

There is a shortage of dispensing staff currently so Holmwood dispensary will be closing at 6 p.m.daily and on other occasions for catchup. This will be publicised by letter to patients, on the web site and in the surgeries. Recruitment is under way for dispensing staff to begin work asap and two new doctors who would start at the end of July or in August.

KW had heard the Practice praised twice (the only one in Hampshire to be mentioned) at Healthwatch which is excellent news.

PP stated that the Pamber Heath Memorial Hall will have a defibrillator from April 21st. Steady and Strong courses - these classes can improve balance, flexibility and confidence following a fall - helping older people to get back on their feet and are available in Basingstoke and he is awaiting a safety audit of the Salvation Army Hall with a view to the starting of them at that venue, supported by Tadley Town Council.

HW thanked the committee for their hard work over the past year.

11. The next committee meeting will be held at 6.30 pm on Wednesday 3rd June in the Conference room at Holmwood Health Centre

The meeting closed at 8:25 p.m.

H Metcalfe

9/04/2015