

TADLEY PATIENT PARTICIPATION GROUP

Minutes of an Annual General Meeting held on Wednesday 29th June in the waiting room at Holmwood Surgery at 6.30 p.m.

Attended by: Paul Woodgate, Claire Chambers, Hayley Bone, Val Turnbull, Graham Wright Gill Tomlins, Kate Wright, Alan Chambers, John Davis, Alison Jenner, Heidi Williams, Dr Caren, Dr Hogan and Hazel Metcalfe. Three members of the public attended.

1. **Apologies** There were no apologies.
2. **Introducing the PPG Committee** Names and, where relevant, roles were given.
3. **Achievements of the PPG** Claire Chambers outlined the work carried out so far:
 - Carried out an initial and, smaller, follow-up survey to canvas patient opinions on healthcare provision locally. Responses were mostly positive with patients finding challenging the appointment system, waiting times for appointments, the high turnover of medical staff and the four-day wait for prescriptions through Holmwood Pharmacy. The Practice has been addressing these issues and you can see progress on these items in the newsletters and on the “You asked...we did” speech bubbles on the reception desks.
 - Provided feedback on communication issues raised by patients by meeting with Practice staff to discuss normal communication pathways. Since then support and feedback have been provided during a time of great change in G P staffing in relation to how this could best be communicated to patients.
 - Contributed to the Practice newsletter and produced a PPG newsletter in December.
 - Three members attended the Tadley Community Liaison lunch in October 2015 to present the role of the PPG. This was a useful networking experience which we hope to repeat this October.
 - Our Chair has become a strong voice for healthcare provision across a wider area through his Chairmanship of the North Hampshire CCG PPG and he is also involved in various (medical) research projects.
 - Carried out ongoing discussions with the Practice about repeat and electronic prescribing.
 - Volunteers supported the smooth running of the flu clinics at the request of the Practice which provided an opportunity to ask individuals about their experiences of accessing the Practice and discuss any issues they wished to raise.
 - Actively seeking young peoples’ views on health care provision. A sub-group has met with the Headteacher of The Hurst Community College and Year 9 students have been asked for their views on physical and emotional health care support and services - what is currently available and what they would like to see. The responses demonstrated great awareness on health issues and the initiative is continuing.
 - Discussed ways to work towards strengthening the individual patient’s role in self-care of long term conditions such as thyroid replacement therapy, hypertension, hay fever, reducing antibiotic dependence etc.

- Sign up to safety focuses on making care even safer and Practice staff and the PPG are working together to develop specific pledges which aim to focus on proactive actions with explicit emphasis on safety and quality enhancement.
- One member has been instrumental in setting up the Steady and Strong classes in Tadley which encourage confidence in those with balance issues.

Objectives for the coming year will be identified at the next Committee meeting in July when new members can be part of the discussions.

4. Information from the Practice

- Dr Caren thanked those attending the meeting and the Committee for their work which has led to positive outcomes benefitting everyone. She talked of suggestions for further support with small achievements sometimes making a big difference (the height adjustable chairs for the blood pressure machines were mentioned).
- Dr Hogan and a Practice nurse will attend the next meeting at The Hurst on June 30th. The school has been put in touch with a professor from Southampton University for information regarding resilience training for students through exam periods etc.
- The Health Visitors would like to attend a PPG meeting and would provide a link to local Mums.
- Appointments may now be booked online with any doctor a patient chooses to see.
- Staffing is more stable though Dr Caren and Teresa Bates (Practice Nurse) retire on the 31st July. Four salaried doctors have been recruited (Drs Moir, Prince, Maynard and Lambert) and a new Partner, Dr Lynn Phillips, will start work on 1st October after relocating to the area. In the meantime Dr Baring will stay on to cover before taking up a permanent post in Andover.
- 1076 patients out of the 20,000 registered patients have diabetes (5%) with 1000 having Type 2. This is a significant part of the Practice workload which will be led, in future, by Drs Phillip, Hogan and Moir and three of the Practice nurses.
- The new way of working at Morland is less of a problem now as patients become used to having appointments with their G P in either surgery.
- Training to implement electronic prescribing will commence in October. Advantages include the ability for a patient to choose to nominate any pharmacy and the audit trail that will be left. Controlled drugs cannot be part of this scheme but equipment ordered directly from a specialist company e.g. stoma equipment, should be included.
- The two independent pharmacies based in the surgeries are under new management and it is felt that the initial problems following the takeover are becoming fewer. In response to a question it was felt that recruiting prescribers is less of a problem than previously and the pharmacist employed by the Practice is being sponsored to take a course at the University of Reading which will enable her to prescribe in addition to her other tasks such as advising the doctors on new drugs.
- The PPG link to the CCG is seen as a positive by the Practice.

- The PPG could perhaps provide support towards patients controlling the management of long-term conditions
- Heidi Williams, Clinical Manager was thanked for supporting the PPG on behalf of the Practice.

Cllr John Moss thanked the Practice staff for providing the information and wished Dr Caren a happy retirement. As a past member of the PPG Committee he expressed the view that he was delighted to see that the PPG is still ongoing and working so collaboratively with the Practice.

5. **Future Plans** The Chair stated that the Committee and Practice had set out with a spirit of partnership and planned to continue this approach in the future.

He mentioned Sign up to Safety on which he is working with Dr Prince to develop a manual to ensure patients remain safe. The safety pledges which were discussed at one Committee meeting have now been revised. Dr Hogan mentioned that the Practice has always had a high standard of safety but things do sometimes go wrong and it is a sign of quality in an establishment when the culture is to report any problems. Dr Jane Reid, South of England lead for this project will talk to the Practice and Committee when her diary allows.

The CCG is looking at how to commission Primary Care in the future and would like to visit to discuss commissioning services for patients.

He mentioned the programme running with The Hurst and Hayley Bone stated that there will be opportunities for healthcare professionals to work upstairs in the new youth centre due to open in Tadley shortly.

A new questionnaire will be written in the next few months and used to determine patient satisfaction and suggestions for improvement since this is considered to be good practice though other feedback mechanisms, such as the Friends and Family form, suggest that the satisfaction rate is consistently high.

John Davis asked whether the CQC inspection is an annual one. Staff explained that it occurs every three years but 'Good' practices, such as Tadley, are moving to every five years. Alison Jenner said that PPG support for the last inspection had been valued and the inspectors were impressed by the support across the Practice, for example with staff coming in on their days off to work. Heidi and Alison said they now 'think in the CQC way' and add data to the intranet on a routine basis in preparation for the next inspection.

6. **Expressions of interest in joining the Committee** No patients expressed an interest in joining the Committee.

7. **Election** This was not necessary.

8. **Any other business** Suggestions for future PPG activities were suggested including attendance at The Hurst Fun Day, occasionally having a presence in Reception, attending clinics such as the Mother and Baby sessions on a Tuesday.

At present only 165 patients have signed up to the PPG group so it was agreed that the next Practice newsletter will remind patients that they are all eligible to join. Members from the 20 - 50 age groups would be particularly welcome. Ideas will be discussed at the next Committee meeting. Alan Chambers pointed out that members gained benefits without necessarily having to do anything. John Davis suggested the word 'meeting' put people off and asking for short term help for a sub-group might be more attractive.

T Chuter wished to congratulate the Reception staff who are polite even when they say no! Alison will be pleased to pass this comment on to the staff.

Hayley Bone will be stepping down as Vice-Chair.

Committee meeting dates for the coming year will be planned at the next meeting.

The Chair thanked everyone for attending and closed the meeting at 7.50 p.m.

H Metcalfe

1/07/2016