

TADLEY PARTICIPATION GROUP (PPG)

Minutes of a Committee meeting held on Wednesday 7th April held online

Present : Heidi Williams, Alan Chambers, Sheila Gunnell, Gill Herbert, Dr Bhanot, Kate Wright, Graham Wright, Tony Wicks, Jean Chapman, Mary Cawley, Linda Mead, Gill Tomlins, Claire Chambers and Hazel Metcalfe.

Apologies: Val Turnbull

Minutes of the meeting held on Wednesday 17th February were agreed.

Matters arising

- HM reported that all defibrillators locally have guardians except the one at Allen's Garage. She had spoken to them and a named guardian is being provided. SCAS will service that machine before handing the responsibility over. Matter closed.
- Praise for the Covid vaccination centre at Centre Court had been received from Matt Hancock in the form of a letter and YouTube video. The Basingstoke Fire station site is closing and combining with the Hampshire Court site.
- Second appointments for patients in the gap group who did not receive an appointment when they had their first vaccination are proceeding well along with vaccines for people over 50 years old. A problem is that many patients aged 50 -55 aged category have not provided a mobile phone number to TMP.
- The provision of an Annual Patient meeting was discussed at length and the decision made to replace this with a newsletter because of the uncertainties around Covid regulations in July. Responsibility for various sections will be allocated at the June meeting.

Committee Matters

- A link with The Hurst school is being developed with M Hunt, a Deputy Head and the Head teacher is also supportive. A zoom meeting is planned in the new term. Two students will be invited to join the Committee for either a one or two year period while attending health related FE courses.
- In order to widen the demographic of the committee, HM and JC have approached two patients who are parents of young children and they have agreed to take part in a trial using their expertise without them attending meetings. Instead, they will receive an agenda and Minutes for comments and be asked to comment on specific matters from time to time.
- A revised version of the patient survey used previously, was considered by members but it was decided to delay the use of this as the Practice is still focusing on Covid and it is not clear which changes to procedure will become embedded and how other services will develop (see below). Additionally, the survey would be online only because of regulations so would not be as inclusive as we would wish.
- It was decided to continue holding committee meetings online for the next few months at least. TW proposed, seconded by KW that the officers remain in post for another year. Agreed unanimously.
- A review of the telephone system had been promised for April. Patients continue to report difficulties in getting through to Holmwood and would like to know where they are in the queue as it is expensive to hang on for long periods, especially if you are then cut off. GH explained that, whilst the Morland contract is due for renewal now the Holmwood one has a year to run and there would be a financial penalty to changing now, However, there is a plan for CCGs to have cross-area

telephone systems and she has successfully applied to be a pilot practice if it goes ahead.

NHH CCG PPG

- Members had viewed information from projects undertaken by Whitewater Practice and had the opportunity to view an online survey from the Bermuda and Marlow practices. MC and JC are researching how other PPGs operate. There is no consistency between PPGs.
- CCGs across Hampshire are now merged but it is not clear where meetings will be held (Winchester?) These will lead into Integrated Care Structures in time replacing CCGs. Meetings will be held fortnightly for the next six weeks only.
- There has been little response to the information posted by the CCG PPG on local websites.

Tadley Wellbeing Forum

- LM and CC reported that there was nothing to feed back from the last meeting.

Patient matters

- Committee members were requested to ask patients describing positive or negative issues with TMP to email them to the PPG secretary using ppg4tadley@gmail.com or to email verbal comments themselves. The secretary will pass these to HW on a weekly basis. Solutions and themes will be discussed at future meetings. HM will email outstanding queries to HW this week.
- Discharge from hospital has presented a variety of problems in recent weeks but these are part of a Secondary/Primary Care communication problem so the Committee decided to write a letter to Healthwatch (<https://www.healthwatchhampshire.co.uk/what-we-do>) detailing these.
- The dispensary website is often out of date which is inconvenient as patients rely more on the website than previously. Changes at short notice occur because of staff illness.
- Many people do not understand that the dispensary is TMP owned whereas the pharmacy is part of a chain of independent businesses, as is Lloyds in Sainsbury's. HW will explore adding a pharmacy link to the TMP website.
- People say the form replacing e-Consult is difficult to find online. It is the button on the left-hand side that says Contact us.

Practice update

Current

- TMP has been awarded a certificate as a Learning Disability Friendly Practice in recognition of exemplar work. The Committee offered congratulations.
- Dr Bhanot joined the meeting and, together with GH and HW, updated us on the current situation and future planning. He offered to bring a full summary to the next meeting.
- Doctors are now using their own rooms throughout the building if they wish and open access to the building will return soon.
- Ten patients are allowed in the waiting room and this is increasing. Some members of the queues are allowed to wait in there if they are unable to stand outside.
- There has been an increase in mental health problems in men aged 20 - 40 resulting in one third of consultations being taken up with this issue.
- The staff team is strong and augmented by advice from hospital doctors with whom links have been made.

- An extra cervical screening clinic has been added to progress the appointments missed last year.
- A new women's health clinic has opened
- A child health clinic has opened.

The TMP plan for the next twelve months aims for more efficient working with greater clinical work achieved.

- The aim is for all diabetic, COPD and asthma patients to be reviewed in the next twelve months.
- Medication reviews to be completed - some have been completed online, others missed.
- Delayed referrals for a range of issues will be made though waiting lists are long in many cases.
- Two or three additional receptionists are being appointed and will undertake customer service training. For other receptionists training will continue.
- Care navigators will be sited in reception to offer advice so patients are always provided with a suggested solution if an immediate answer cannot be provided. For example, if they need to speak to a different service they would be given contact details. Additionally, Citizens Advice representatives may be present on some occasions as before March 2020.
- Carers and disabled patients often feel every answer is always negative so the aim will be to turn this around. The focus will be on letting patients know what the Practice can do and where there are alternative services. A more positive approach as we all emerge from COVID

The meeting ended at 20.40.

Date of next meeting Wednesday 9th June online

H Metcalfe
April 10th