

TADLEY PARTICIPATION GROUP (PPG)

Minutes of a Committee meeting held online on Wednesday 16th February 2022.

Present Heidi Williams, Alan Chambers, Graham Wright, Kate Wright, Tony Wicks, Linda Mead, Jean Chapman, Mary Cawley, Gill Tomlins, Claire Chambers, Val Turnbull, Priyanka Patel, Gill Herbert, Elizabeth Chapman and Hazel Metcalfe.

Apologies Robin Treadwell and Sheila Gunnell.

New member The Chair welcomed PP and Committee members introduced themselves.

Minutes of the meeting held on Wednesday 8th December were agreed as accurate.

Matters arising

There were no matters arising.

Committee Matters

The postponed visit by TMP to an Age UK lunch will now take place on 22nd February with HW, EC and GH attending.

Wellbeing Forum - the range of organisations attending this is broadening so it is becoming a useful meeting for the exchange of ideas and information around Tadley.

The next set of Happiness Lab sessions begins on March 8th at 7.30 p.m. in St Paul's Church Hall. Posters are displayed at Holmwood and Morland.

Crosslink - we had been asked to share this information. HW reported that both the Health and Wellbeing coach and the Social Prescribers at TMP are aware and using this service.

HW will be organising the display boards for the first time since the pandemic began now more patients are visiting the surgeries.

Wheelchair hire - LM had supplied a flyer and form from Age Concern regarding their wheelchair hire service. HW has displayed this but requested an electronic version to place on the TMP website. **Action LM**
Members listed Mobility shops (for purchase of a wheelchair) at Newbury, Basingstoke, Reading and Andover.

Communication sub-Committee - JC is leading this group and has been in discussion with the relevant members of staff at TMP and a member of Whitewater PPC, who have similar information lists already, to ensure the information produced will be useful. Two members of the group are researching local organisation contact details e.g. Parish Councils. PPG Committee members were asked to send JC details of organisations they can supply details for. **Action All**

GW summarised the work he has completed for the benefit of new member PP (see Minutes for 08/12/2021 for details).

Hampshire Integrated Care Plan - GW is attending meetings on the plan to merge Primary, Secondary and Social Care across Hampshire and the IoW. Opinions are being sought from NHS staff, Social care staff and patients, some of whom are PPG members. The NHS is trying to understand where there is duplication and overlap of services to inform integration but it is a huge task. Different areas of the county have different needs.

TW asked about the advantage for patients and GW explained that the aim is for people to have access to a range of services and not necessarily via a GP. The discussion then covered the need for patients to 'have a champion' when they are ill which assumes the NHS is about illness when it, and Primary Care specifically should be about promoting health and preventing illness. This function has been adversely affected by the pandemic but is the long-term aim of the project.

Working with other PPGs - CC said we had tried working collaboratively with the Watership Down partnership attending meetings with them but no progress had been made. From the Hampshire project described above GW has met two representatives of other PPGs in separate meetings to share experiences of common issues. HW asked whether the CCG PPG members share information between meetings. JC said informally but recently priorities have changed so quickly that this would be pointless.

Beggarwood Practice - This is now being run by Operose, a US profit-making health care company along with the Camrose, Gillies and Hackwood partnership and Shakespeare Road, Popley practices. The press has made much of the negative outcomes (see Basingstoke Gazette for various articles) but there may be positive ones too.

CCG PPG

JC reported that a Discharge Event had been held nationally as places are sought in non-hospital settings for those who do not need to stay in or be admitted to hospital, especially from care homes. Ideas included virtual wards with patients remotely monitored at home or family and friend's support.

ReSPECT forms - these are not an end-of-life plan but an ongoing care plan. Dr Bailey has been proactive during the pandemic in filling these in and has offered to join the next meeting to talk more about this subject and the Committee would like to accept this offer. **Action HW**

Patient queries

A patient with a hip replacement had requested higher chairs in the waiting rooms. HW said there are a range of other chair types already but she will order risers as there must be other patients who find sitting too low a problem. **Action HW**

Several patients have contacted the PPG with praise for care received. HW will pass this on to staff. **Action HW**

NHS Dentists - Most local dentists are mainly private but LM said a new NHS one is due to open in Tadley, near Sainsbury very soon.

The Friends and Family test on the website has been suspended but patients log onto careopinion.org.uk and leave their comments. AC read the ones from the latest page to the meeting. Reviews may also be left on www.nhs.uk. PP suggested posters with QR codes in surgeries an idea which HW has been discussing with Dr Chandler.

Practice Matters

EC described the Reception revamp which is underway and will be completed in approximately two months. Two more clinical rooms and extra admin space are being made from poorly used areas and Reception will no longer have additional staff working behind those on the front desk. A plan of the changes is on the wall by the dispensary window.

The staffing situation has improved with only two off with Covid related issues this week.

As clinical buildings restrictions will remain in place regardless of changes made on Monday 21st February. In April/May it is hoped that bookable telephone appointments will be made available along with online Diabetic clinic appointments. CC commented that lessons learned over the last two years will mean a range of appointment types will remain.

The meeting finished at 20.09

Date of next meeting Wednesday 11th May

The following one will be Wednesday 6th July

H Metcalfe
18/02/2022