

TADLEY MEDICAL PARTNERSHIP PAIENT PARTICIPATION GROUP
Minutes of a meeting held on Wednesday 31st May 2023 in the Conference Room of TMP

Present: Claire Chambers (Chair) Alan Chambers, Jean Chapman, Keith Chapman, Pat Dixon, Hazel Forde, Gill Tomlins, Val Turnbull, Graham Wright, Heidi Williams (TMP) Dr Rohit Chander (part)

Apologies: Dr A Hogan, Pat Dixon, Elizabeth Chapman, Gillian Herbert, Karen Simmons, Priyanka Patel, Kate Wright

Item	Description	Action
Minutes	The minutes of meeting for 12 April 2023 were agreed to be a true and accurate record.	
Practice Matters	<ul style="list-style-type: none"> • Clinics being held every 2nd Saturday by invitation as part of NHS wellness program. Diabetic patients now up to date, asthma and COPD patients nearly complete, next step is hypertension group. • Blood test results may be needed in some cases for these appointments, blood test appointments sometimes difficult to get due to staffing issues in Basingstoke hospital. • Where a consultant requires blood tests from a patient the consultant should put the request on the system, not refer back to the practice to do it • For routine blood tests, practice can put on the system up to 6 months ahead. 	
ICB matters	<p>Report from JC & MC attached to these minutes. JC announced that she will regretfully be stepping down from the ICB PPG and the TMP PPG Committee effective at the end of the annual open meeting on 12th July. GW to step into the ICB role</p>	
Open meeting 12 July	<ul style="list-style-type: none"> • Will not do slide presentation, CC will use a set as her speaking notes only. • Committee members asked to arrive about 5.30pm if possible to set up seating and tables • Parking may be an issue, committee members asked to park in TMP staff car park if possible • Need to check whether the sound system has a roaming microphone • Draft invitation OK to be sent out, accompanied by electronic version of new patient information leaflet • CC, HF & KW will be on reception desks to sign attendees in, CC & KW to concentrate on signing in, HF to concentrate on signing up new PPG members • Three sets of attendance registers to be provided • Front 2 rows of seating to have reserved signs to cater for hard of hearing/disabilities 	<p>CC</p> <p>KS/HW</p> <p>HW</p> <p>HW</p>
Communications & Patient Information	<p>Leaflet now largely finalised, a couple of small additions to be made and it will be ready for issue.</p> <ul style="list-style-type: none"> • Hard copies to be made available for the annual meeting, JC has offered to help with the stapling, HW will do printing. • Electronic version of leaflet will replace the current information on the practice website 	<p>KS</p> <p>JC/HW</p>

Contact with other groups	<ul style="list-style-type: none"> • CC, KW and Hazel Metcalf will be at Hurst School on 20/6 to meet with the mental health ambassadors and School Council, have a giveaway for all attendees. • Plan is to understand where children go for help in various situations and understand if needs are being met. • CC, KW and Hazel Metcalfe plan to be present at a parent teacher evening on 11 July to connect with the parents of the children • PPG getting good publicity from schools and Tadley town council. This is to encourage communication from a wider range of the practice patient population. 	
Patient issues	<ul style="list-style-type: none"> • Only 1 email received since last meeting which was a comment on the issues on getting access to care. • New version of e-Consult from AccuRx to be adopted shortly. The new system will link the patient request with their records so the clinician can directly see the full picture without having to access multiple files. The new system also has the capability to generate a text message with a link to make an appointment with the appropriate clinician, removing the need for phone messaging. It is expected to significantly improve the access to appointments and reduce time taken by clinicians in linking patient requests to records. • Morland surgery is not planned for closure in the next several years. The loans on the building are due for renewal which has required valuations to be done which has given rise to unfounded rumours of the imminent closure of the service which are incorrect. 	
Other matters	<ul style="list-style-type: none"> • Noted that Lynda Mead has been recognised with the Basingstoke Mayor's award for her community service. • Dr Bhanot plans to retire on 22nd August, Dr Newman will assume the senior partner role 	
Next meeting	<p>The annual patient meeting is at The Link on 12th July 2023 at 6.30pm.</p> <p>Following meeting 6th September 2023, KC submitted his apologies</p>	

Notes from ICB meeting held on 26th April 2023

Terms of Reference have been updated to reflect the current context for PPG work. The makeup of the group will remain the same i.e., representative's pro rata to their practice. TMP has two. This TOR is for North Hants only.

Individual complaints would not be considered but would oversee any issues or themes that were flagged as a result of complaints.

Officer ^{roles} ~~rolls~~ and future meetings: New Chair and Vice chair to be elected before the next meeting.

Outcome: Chair is now Annette Rushmere and Vice Chair, Karen Ashton.

Future meetings: will be held quarterly.

MJOG system (Memory Jog) no longer in use for text messages. Replaced by AccurX across Hants and IOW from 1st April 2023. (See Tadley PPG minutes)

Update for new General Practice contract: 23/24 is final year of 5-year framework and changes to new contract aimed at improving the patient experience and satisfaction. It was noted that some deadlines are very tight and some targets hard to achieve.

Health Hub in Festival Place to close completely on 31st May 2023.

Next meeting 26th July.

Since this meeting we have had GDPR guidance.

CCG – Clinical Commissioning Group (now known as ICB)

HHC – Holmwood Health Centre

ICB – Integrated Care Board (ours is NHS Hampshire and Isle of Wight)

ICS – Integrated Care System

<https://www.england.nhs.uk/integratedcare/integrated-care-in-your-area/>

PIG – Patient Information Group

PPG – Patient Participation Group

TMP – Tadley Medical Partnership

ToR – Terms of Reference