

TADLEY PARTICIPATION GROUP

Minutes of a Committee meeting on Wednesday 8th May 2019 on the Conference Room at Holmwood Health Centre

Present: Dr Bhanot (part), Gillian Herbert, Alan Chambers, Claire Chambers, Jean Chapman, Hazel Metcalfe, Tony Wickes, Kate Wright, Graham Wright

1. Apologies

Dr Hogan, Heidi Williams, Alex Heales, Nicky Heales, Gillian Tomlins, Val Turnbull, Sheila Gunnell, Mary Cawley

Presentation from Tadley Citizens Advice

Presentation given by Caroline Sutton (Community Care Adviser) and Rachel Campbell (Advice Service Manager) on the support available which links to the new Primary Care planning.

A copy of the presentation slides has been made available to the PPG and Practice. Notable points:

- Patients may indicate to GPs that they have issues other than health issues. About 19% of GP time may be taken by such issues. Referral by the GP to Citizens Advice (CA) does help the patient overall.
- GPs recognise that some apparent medical issues may be rooted in social causes.
- Dr Bhanot indicated that there is a possibility that CA may be able to have workers in the surgery reception one day a week, or even have a room made available to meet with potential clients.
- Statistics have proven that resolving social issues is beneficial in terms of patient/client outcomes.
- About 20% of CA time spent on benefit claims, with a lot of time taken on repeat applications following unjustified rejection.
- Need to look at possibility of linking Macmillan case worker to the Practice – **action CC, KW & GH**
- Some concern that if a GP recommends a patient consult CA that they may feel they are being brushed off and may not attend. Possibility that a simple referral form of some sort completed by the GP would encourage people to attend CA, **needs further discussion** as Dr Bhanot indicated this may take more time to complete.

2. Minutes

The minutes of the meeting of Wednesday 20th February 2019 were accepted.

3. Matters Arising

- Drop In session at Morland Surgery – raise at Open Meeting on 3 July. This was carried out on Saturday 2nd February (CC and HM) and two more dates have been agreed, 25th May (HM and VT) and 22nd June (VT and MC)
- Other possible drop in venues to be considered – cannot be at some children's venues without parental consent or where children are unaccompanied
- E-Consult levels of activity increasing and satisfaction is good. 233 visits to site in April, 68 resulted in data going to doctor for further action. 151 visits had no further

action, people looked and went away. Feedback indicates most people are satisfied with the system. It does not necessarily save any doctor time, Dr Bhanot indicated that the IT behind the system is very clunky and it should be considered a different way to access the practice rather than a time saver for doctors.

- Patient survey – pending
- Practice will have a Social Prescriber appointed by Red Cross in place from 1 July. Social Prescriber will be shared with Watership Down, the description of the work to be done is somewhat vague and Practice will be able to develop the role to suit Practice needs. The appointee will meet with the PPG as soon as possible after appointment.
- TW moved that the election of Officers be confirmed, KW seconded.

4. Matters raised by patients

Parking – layby has been coned off but this has led to instances where ambulances have parked in the driveway leading to congestion. Reception staff try to move the cones when it is known an ambulance is coming.

Administration - can be slow to get follow up letters. Relates to GP workload, Practice is looking into how some less complex matters can be handled by other staff rather than by GPs. It may take a couple of months for any effect to be noticed in this issue.

5. Sub committee updates

- Patient booklet – meeting week of 13 May to review work done by individuals and move process forward
- Phone system – TW still working on this. GH to let Practice team know that TW is continuing his survey so they are aware of such calls.
- Parking – noted in newsletter. Plan for remarking of parking bays has been extended as there has been an issue found with the drains which need some work. Car park may be closed for a time to allow for the drainage work to be completed
- Terms of Reference – completed, but not on website. **GW to forward to GH for inclusion.**
- Appointments – no action

6. Committee matters

- NAPP (National Association of Patient Participation) membership. Membership now resolved after some administrative issues. Membership package has been sent but not yet received. Membership cost £60 for first year and £40 for subsequent years. NAPP established to support local PPGs.
- Latest Happiness Lab has just finished, next session September. Not getting referrals from GPs for this initiative. Key issue for the programme is loneliness, focus is to concentrate on positives rather than negatives. Question is how GPs could determine whether a patient might benefit from attending. Sessions held in Salvation Army hall but are non religious.
- Linking practices – Watership Downs practice formed by merging of Oakley and Overton practices and now have a common PPG. Kingsclere joined in January 2019. Watership Downs is linked with Tadley Partnership to form a wider practice with about 40 to 50,000 patients registered which makes the group a significant size in NHS terms, may lead to eventual super practice. May also have some shared

resources ultimately. In theory some appointments at Watership Down could be made available to Tadley patients and vice versa, but not considered likely to happen in practice due to distances involved. Meeting held on 7th May between GH, CC and HM and Watership Downs team to look at cooperation possibilities, next meeting in 6 to 8 weeks. Looking into patient centric care which may involve non medical proposals. Dr Lindsay from Watership Downs and Dr Newman from Tadley are leading the discussions.

- JC attending CCG meeting in 2 weeks, will forward minutes to HM when released.
- Open meeting – confirmed as being 3 July. **TW & KW to arrange for microphones** for the meeting. Based on 2018 meeting maximum number to attend will be about 70 including the PPG and Practice team. Look at location of PPG and Practice team in the room to maximise space for attendees. **JH to look at possibility of having fans available** in case evening is warm. No refreshments to be provided.
 - **Agenda**
 - Feedback from sub groups – each sub group leader to write short update (300 to 350 words max.) which will be collated to one page for handout in meeting – **HM to arrange, leaders to have presentation to Hazel by 15 June**
 - E Consult – practice to provide short talk
 - Challenges for Practice – include update of the changes made and expected changes to improve patient service.
 - Newsletter and magazines
 - Appointments – practice to update meeting on situation

Need to keep all presentations short and punchy to maximise time available for questions. Opportunity to ask if any committee members wish to step down and to ask for anybody interested in joining the committee to make themselves known. Currently have maximum 2 vacancies on committee. Follow up committee meeting on 10 July.

7. Practice matters

Have appointed a new 9 session GP starting in August, he may also be interested to train in endoscopy. Currently have:

5 partners

3 salaried GP's, increasing to 4 in August

5 regular locums

4 regular ad hoc locums

8. Any other business

None

Meeting closed 8.50pm

Next meeting is Open Meeting on 3 July

GW 14/5/2019