

## TADLEY PARTICIPATION GROUP (PPG)

### Minutes of a Committee Meeting on Wednesday 20<sup>th</sup> February 2019 in the Conference Room at Holmwood Health Centre

Present: Dr Hogan, Gillian Herbert, Heidi Williams, Mary Cawley, Alan Chambers, Claire Chambers. Jean Chapman, Dr Bharnot, Sheila Gunnell, Alex Heales, Nicky Heales, Gill Tomlins, Val Turnbull, Tony Wicks and Hazel Metcalfe.

1. Apologies: Kate Wright and Graham Wright.
2. Minutes: The Minutes of the meeting held on Wednesday, 21<sup>st</sup> November 2018 were accepted.
3. Matters Arising: The December Practice Newsletter was distributed late because of an IT problem.

CC stated that other items for discussion were covered by the agenda for this meeting.

4. Patient drop in session: This was held on Saturday, 2<sup>nd</sup> February at Morland Surgery and attended by CC and HM. Thanks to AC for providing transport on a very snowy morning. Only one patient arrived but others attending the Saturday clinic were happy to contribute their opinions and suggestions, so it proved to be a useful exercise especially as we had a wider demographic than usually attends our events.

Every patient was positive about the staff and the care they receive, which was encouraging. The two areas of concern were the lack of appointments bookable in advance and parking. The person who had made an appointment specifically wanted to comment on the suggestion noted on the previous Minutes that mother and child spaces should be marked out. She felt mothers are more able to walk than many elderly patients.

One suggestion made was that the members of the committee should visit other venues for discussions with patients. This came from the warden of Wakeford Court who invited members to visit and meet any of her residents. (NH has a relative there and suggested attending the monthly coffee morning held in the Pelican Inn would be easier to arrange). CC and HM had compiled a list of other possible venues and invited the committee to add to it. Action: All

5. CCG Information: GT and JC had attended both the recent CCG PPG Committee meeting and the all-day session held on 15<sup>th</sup> February. This day provided an opportunity to meet representatives from other PPGs. JC is our new representative and she commented that she felt proud to be from the Tadley practice as we have the most proactive PPG group in the area with the most positive links to a practice, as well as, having a practice medically “streets ahead” of most others.

#### 6. Committee Matters

a) Sub group updates: The group working on a patient information guide held their first meeting and discussed topics for inclusion based on a list produced by TW. Likely topics will include staff names and roles, surgeries and appointment details, prescriptions, the triage system and E-consult details.

b)Phone group: TW reported that some changes have been made to the phone systems since the group last reported and proposed updating the information to measure improvements. HW will warn reception staff to expect multiple calls from him.

7. Information from the Practice: E-Consult - Dr Hogan explained that the practice had held a soft launch of this programme advertising it in the newsletter and on banners in waiting rooms only. The response so far has been good though mainly from patients with acute problems needing a quick response therefore doctors have needed to make appointments to see them instead of responding via E-consult. One positive is that the form contains more useful information than is given in a phone call requesting a duty doctor appointment.

The practice has 48 hours to respond to a message and it is envisaged that this will make for more efficient use of staff time. HW queried whether it would be sensible to suggest E-Consult when people phone for information. The practice will discuss this further. SG had used E-Consult and apart from the fact the response went into her junk mail folder, the system worked well. HW suggested asking for case studies for the next newsletter.

Action HW to request and collate

Dr Bhanot gave some insight into the way the NHS want to transform Primary Care. This will involve increased community links, changes to appointments, tackling health inequalities etc. He will produce a full list in the next two weeks which committee members will be able to comment upon prior to a discussion at the May meeting. In discussion CC commented that Health Visitors used to cover many of the areas he mentioned and, as part of their training, produced a neighbourhood profile. She suggested that the local churches are already good at understanding this information and might be asked to contribute. Also, the CAB may be able to help.

Change will involve increased use of IT targeted at specific user groups, e.g. texting teenagers. Support will be provided for those that need it. SG suggested the practice linking with local companies. Historically Dr Peters had a link with AWE. SG and NC offered to supply information of provisions made by the companies for whom they work.

There are practices elsewhere in the country working through pilot schemes which will provide further information as they report to the NHS.

8. AOB

HW mentioned a survey suggestion she had. This would involve the PPG committee carrying out their third patient survey. She shared a few suggested questions for members to consider and respond via email.

Action: All Committee

The meeting closed at 8.45 pm.

Date of Next Meeting - 8<sup>th</sup>May 2019

HM24/02/2019