

## TADLEY PARTICIPATION GROUP (PPG)

### Minutes of a Committee meeting held on Wednesday 1<sup>st</sup> August 2018 in the Conference Room at Holmwood Health Centre 18.30-20.30

**Present :** Val Turnbull, Claire Chambers, Alan Chambers, Heidi Williams, Kate Wright, Graham Wright, Tony Wicks, Nicky Heales, Alex Heales, Jean Chapman, Sheila Gunnell, Mary Cawley and Hazel Metcalfe.

- 1. Apologies:** Gill Herbert, Dr Hogan and Gill Tomlins
- 2. Resignations:** Paul Woodgate (Chair since the inception of the current PPG) and Chris Backwith resigned in July. Cards were signed thanking them for their service.  
Action HW to post
- 3. Appointment of officers:** HW announced that the recent secret ballot had been unanimous, so Claire Chambers will take over as Chair with Hazel Metcalfe remaining as secretary.  
The CC thanked HW for organizing the ballot.  
With the resignation of PW, a new second representative (with GT) could be appointed to attend the meetings of the Clinical Commissioning Group PPG, held in Basingstoke and attended by members of Practice PPGs from a large area around Basingstoke. However, this action was deferred as HW is not sure whether the group is still in existence.  
Action HW to check.
- 4. Introductions:** The Chair welcomed the five new committee members and thanked them for volunteering. Introductions were made, and CC outlined her vision for the Committee as a collaborative team working to the strengths of the individual members. She reminded members of the need for confidentiality and a positive ethos. HW said that the Practice always welcomes constructive criticism and ideas from a different perspective.
- 5. Minutes:** The Minutes of the meeting on the 9<sup>th</sup> May were agreed a true record. Thanks to GW who wrote these in the absence of the secretary.

Matters discussed from these were an explanation of the CQC inspection (Ofsted equivalent for medical facilities) which has not yet taken place though it is due and the inspection team are known to be in the area, the fact that a new Happiness course started on July 2<sup>nd</sup> with more to follow (dates to be advertised locally) and the decision not to allow visitors to the meetings to attend without joining the Committee.

- 6. Reflections on the Annual Patient Meeting:** CC explained the rationale behind this name instead of AGM, which is that people attend an Open meeting in greater numbers. This was born out by the fact that 51 attended this year, the highest number yet and one which filled the waiting room. Some new members had not known of the meeting in previous years and asked how it is advertised. Methods used each year have been:

- Posters in surgeries
- Emails to those patients who have signed up to become part of the PPG by sending their email address and a request to join to HW at any time through the year
- On the Practice website
- By word of mouth

As the meeting is outgrowing the waiting room, alternatives were discussed such as the Community or Ambrose Allen Centres as the Committee felt it inappropriate to restrict the number attending. SG suggested a 'surgery' once a quarter so patients did not have to wait all year if they had a suggestion. CC proposed involving the rest of the PPG more frequently by asking for opinions and ideas.

New members asked about other ways to contact the Committee which are by handing a note into Reception addressed to the PPG Committee or by using the email address [ppg4tadley@gmail.com](mailto:ppg4tadley@gmail.com) HM monitors this and it is currently rarely used.

TW felt it was difficult to hear questions from those at the front of the room so offered to provide a sound system for future meetings. He also suggested that those asking a question might be asked to stand.

CC asked members how the meeting felt to them and comments included the fact that those at the front dominated the discussion but new members felt they had learned a lot.

Dr Adler gave an interesting summary of current trends in GP practice which made patients feel empathetic towards this practice and possibly led to a rose-tinted view of the situation. Comments made acknowledged that patients appreciate that they are fortunate in comparison to those attending other practices but this does not necessarily make everything perfect here.

CC said that when she and HM greeted people many seemed reluctant to engage but this had changed as the meeting proceeded and over twenty new people joined the PPG and five volunteered for the committee. A positive outcome.

A question had been asked at the meeting about the times that the dispensary is open and MC asked about this again as times are difficult for those in full time work. HW explained that as a dispensary patient you cannot choose an alternative venue to collect your prescriptions unless you relinquish that privilege. That done you can choose somewhere convenient, perhaps near your place of work.

The Practice has a delivery service for the housebound and the Holmwood and Morland Pharmacies have a delivery service though you need to be able to sign for your delivery.

#### **7.Meeting dates for 2018 -2019**

Wednesday September 5<sup>th</sup>  
Wednesday November 21<sup>st</sup>  
Wednesday February 20<sup>th</sup>  
Wednesday May 8<sup>th</sup>

The Annual Patient Meeting will be held on Wednesday July 3<sup>rd</sup>.

#### **8. Setting up of sub-committees**

After discussion the following topics were chosen for the Committee to work on for next few months and members signed up for one or more. Work on some will begin

immediately whereas others will proceed more slowly to enable the Practice to complete various changes first. Topics will be:

- The telephone system
- Parking survey
- Appointments
- Information booklet for new patients
- Revision of the Terms of Reference of the PPG Committee

Action - Group leaders to organize

**9. Committee Matters:** VT had been asked whether the Friends and Family Survey box could be moved away from reception and HW agreed to find a new place for this.

Action - HW

A patient had offered to visit a meeting to explain the therapies he could offer but HW said that the Practice is not allowed to promote any private companies or individuals.

Action - Dr Adler

### **10. Practice matters**

Dr Walford has reduced her hours to one day per week.

Good news regarding staffing -

Dr Amin has retired but is still working two days a week as a locum plus conducting the joint injection clinics as previously.

Dr Maynard has left the Practice.

Dr Moir has returned from maternity leave.

Dr Bailey, a GP Registrar is working in the Practice.

A new Partner, Dr Charlotte Watson has been appointed.

A new Nurse Practitioner has begun work and will triage patients on the Duty doctor list, making appointments as necessary.

A second NP will start on 1<sup>st</sup> September and it is hoped to appoint a Paramedic in the next few months who will make house calls and triage patients.

In response to a question HW said that up to twelve house calls a day may be made but these are primarily to the local care homes.

The meeting closed at 8.28

**Date of next meeting Wednesday 5<sup>th</sup> September 18.30**

H Metcalfe

2<sup>nd</sup> August 2018