

TADLEY PARTICIPATION GROUP (PPG)

Minutes of a Committee meeting held on Wednesday 7th February 2018 in the Conference Room at Holmwood Health Centre

Present Paul Woodgate, Val Turnbull, Gill Tomlins, Claire Chambers, Alan Chambers, Heidi Williams, Kate Wright, Graham Wright, Chris Backwith, Tony Wicks, Dr. Hogan, Elizabeth Chapman (Practice Co-ordination Manager) and Hazel Metcalfe.

Rev Richard Harlow- invited guest presenter.

Daughne Taylor - observing in her capacity as a North Hampshire and West Berkshire Public Governor of the Hampshire Hospitals Trust.

1. Apologies: Gill Herbert (Practice Business Manager)

‘Who Cares?’ Presentation by Rev Richard Harlow. Please see attached documents for details of the findings from the survey carried out last summer and the responses made so far together with details of a new course planned.

PW thanked Richard for an informative and thought-provoking account.

2. Minutes of the meeting held on Wednesday 8th November 2017.

These were agreed to be a true record.

3. Matters arising

All action items appear on the agenda for this meeting so were addressed at the relevant point.

4. PPG website

AC has all the information on committee members.

Action: AC to continue with this project.

5. The level of sensory inclusion at the NHH hospital

This followed a question posed at the last meeting referring to issues patients with sensory difficulties experienced at the Practice. PW has held a preliminary discussion through the CCG specifically regarding letters sent out from the Eye department in small print. His contact expressed surprise and promise to investigate. PW is hopeful action will follow.

HW said within the Practice alerts have been added to patient notes where relevant to ensure large print versions are sent out. All internally produced templates, including the telephone list, have a large print alternative but the Practice information leaflet, which is externally printed, would be too large so a shorter version will be prepared.

6. Telephone systems

TW had raised the problem of the telephone options no longer including an emergency choice resulting in a care worker choosing the ‘Hold’ option as the most appropriate and this not being answered for a long time when probably an ambulance should have been called.

HW said the emergency option had rarely been used other than people trying to circumvent the appointment phone queue. Dr. Hogan felt that calling an ambulance was the correct response to emergencies and that patients should be reassured to know that often the paramedics will administer treatment and hospital is not always the outcome of a 999 call.

The options will be changed with Option 1 suggesting that for an emergency 999 should be called instead of the Practice.

A new phone system linking the surgeries will be installed soon. Pooling calls will mean that staff at Morland which is typically less busy than Holmwood will be able to pick up calls thus reducing time taken to answer.

7.WOW! Awards

An international scheme exists for patients and colleagues to nominate individuals or staff teams for awards. The NHH, Winchester and Andover hospitals have successfully operated this in recent years with the most recent presentation evening being held on Tuesday 6th February. Those who had attended spoke of an inspirational and emotional event and CC said her students were always thrilled to be nominated. Apart from the two winners in each of nine categories all those receiving certificates containing the citation from the nominator are delighted to receive these.

PW stated that the WOW! Awards are coming into health centres. HW had received the email on January 19th for a closing date which was too short notice for a response.

A discussion followed with the following points clarified:

- All staff are eligible for nomination
- Patients and staff may all nominate
- Individuals and teams may be nominated
- Being nominated matters and is good for staff morale
- Staff confidentiality is maintained by asking if people wish their nomination to go forward
- The Awards are run by a not for profit company so outside of the NHS

Action: PW to remind the CCG of the need for longer deadlines

Action: PW to find out the responses from other local Practices

Action: HW to contact the Communication team at the hospital for further information.

Action: Dr. Hogan and HW to investigate further how the scheme will work in Health centres.

8.Practice update re Committee queries:

- Flu vaccines numbers have been up this year as have cases of flu
- The suspension of routine appointments over the Christmas period worked well. Comments suggest that it was popular with patients and that those visiting relatives from outside the area were impressed. Triaging all appointments over other Bank holidays is likely.
- The Triage system is considered popular by most patients.
- 1500 applications to order repeat prescriptions online have been processed since October. Once people have signed up and discovered the other tasks they can perform online they are thrilled and no negative feedback has been received.
- A few people (20) with specific needs still can phone for repeat prescriptions. Staff have been made aware of these patients and respond accordingly when they call.

AC commented on the inclusivity of this Practice compared to those where older systems still operate. VT said that the lady with VI difficulties who initiated this conversation is pleased that she can still phone the surgery.

- Recent offers to review medication by the pharmacist refer to their ability to carry out medication checks, particularly when a new treatment is prescribed, using their knowledge of side effects and the relationship between different medications. This can be extremely valuable but does not replace the Annual Review carried out by the GP which includes a blood test, blood pressure checks etc.

PW pointed out that a change in the medication would still need to be verified by the GP. TW asked how many trained pharmacists were in the pharmacy at any given time. The answer is at least one but the pharmacy is well staffed. It was agreed that the service provided has improved significantly over the last year.

9. Information from the Practice

Dr. Walford has resigned as a Partner and will work four sessions over two days from 1/04/2018. From 1/03/2018 the Practice will be joined by Dr. Jayne Harris who will work four sessions over two days which is a net gain of one session.

A Partner is still being sought but doctors are more reluctant to commit now.

More book-ahead appointments are available. Members of the Committee had noticed an improvement.

The MP Kit Malthouse has taken up an invitation from a member of staff and will spend two hours observing in Reception next month.

The CQC inspection which is similar to OFSTED inspections in schools and carried out every three years is due to take place soon. The Practice will receive one week's notice and the PPG will be kept informed.

10. Annual Patient Meeting

It was decided to keep the same format as last year since this worked well. It will be held on Wednesday 4th July.

11. A o B

KW had obtained a list of voluntary organisations who attended the Tadley CAB volunteer fair last year which will be held by the secretary. A further list will become available when other organisations have checked that they may share their contact information.

The meeting ended at 7.55 p.m.

Date of next meeting Wednesday 9th May

H Metcalfe
8th February 2018