

TADLEY PARTICIPATION GROUP (PPG)

Minutes of a Committee meeting held on Wednesday 8th November 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 and Hazel Metcalfe.

1. **Apologies:** Alison Jenner
2. **Minutes** of the meeting held on Wednesday 16th August were accepted as a true record.
3. **Matters arising**
 - a) AC and HW had reviewed the website but found the constraints of the technologies mean the PPG has a maximum of five tabs, can only be changed by HW and goes live immediately. Suggested uses are: a new overview of the PPG, a photo and one-line descriptions of Committee members, activities/news in chronological order with most recent appearing first, copies of documents discussed and contact and joining instructions.

ACTION: AC to draft pages and All Committee members to send AC information
 - b) The PPG was not represented at the Community Liaison Lunch because of last minute illness.
 - c) Andrew Cobb will be invited to the next meeting.

ACTION: KW
 - d) HW reported that the pharmacy at Morland was only closed on one afternoon.
 - e) Aggressive marketing of flu vaccinations by the onsite pharmacy at Holmwood was reported by Committee members. This misled patients into thinking the Practice benefitted from jabs carried out there which is not the case.

4. **Patient feedback**

HM read a letter from a patient which detailed two recent occasions when he had used the triage system. This feedback was extremely positive. Dr. Hogan said the system is well-established now and is generally working well. Minor changes have been made with all doctors working on triage on a Monday morning. GW described a positive experience when he was called back within just over an hour on a Monday morning. CC had also used the system and found the GP was unhurried and caring as if she were the only patient that day. She questioned whether patients understand how lucky they are compared to more typical practices. A further benefit has been that routine appointments are now offered 2/3 weeks ahead instead of longer.

PW asked about the numbers involved and Dr. Hogan confirmed that phone calls still run at 120+ on a Monday and around 90 the rest of the week. Totals are similar to those in August.

5. **Communication with patients with sensory needs**

VT had listened to a Radio 4 programme (in Touch) in which the presenter had suggested that the blind or partially sighted should question their local PPG to discover the provision offered. Dr. Hogan said that part of the CCG remit is to be inclusive and

a discussion was held and extended to include other additional needs. Points from that discussion were:

- The computer screen for a patient known to have visual difficulties has a note to this effect as a practitioner opens it
- Copies of all forms used by patients are available in large format from HW
- If a patient speaks to the receptionist on arrival the Doctor will come out to the waiting room to collect that person
- If the ending of the telephone system for repeat prescriptions is a problem, exceptions will be made, especially for those who live alone.
- Phone numbers are available for the Practice to call for language translations
- The Practice does not currently have anyone able to sign
- The scripts from the pharmacy cannot be enlarged
- The Practice sends letters in a larger font (members mentioned that the worst offender is the Eye Department at the NHH!). This has been pointed out to them by patients.
- The Practice leaflet could be enlarged
- Electronic prescribing might be useful for some people
- A list of useful numbers, including the pharmacies, could be produced in a large format.
- Text talk and other programmes could be useful.

ACTION HW to investigate within the Practice and PW to discuss the NHH with the CCG PPG

The PPG Committee would welcome comments from anyone with an Additional Need via the email address ppg4tadley@gmail.com

6. Hospital referrals via a panel

GT felt patients may have been confused by media coverage of the system which refers requests for procedures in hospital via a panel instead of direct GP applications. The North Hampshire CCG has clear information on its website with a traffic light system.

Doctor Hogan said that for the last two years evidence of need has been required and it has become clearer what will be accepted or rejected so the secretaries now make appointments with consultants in clear cases since both those and the response take 6 - 8 weeks. Sadly, this reflects the state of the NHS.

7. Information from the Practice

- Online access applications have increased with 287 in the last three weeks. Patients are using this mostly for repeat prescriptions and their feedback indicates that they think the provisions offered are wonderful and wish they had signed up earlier.
- The intention to shut down the prescription answerphone line has caused few comments. Staff will help those who need it and it will take pressure off the dispensary staff. HW mentioned that few other practices have ever offered this service.
- The notice, put out by the pharmacy, which is unrelated to the Practice or the dispensary, that they will take calls for prescriptions and 'send a note through' to the GP has the potential for error.
- TW asked why his GP has limited appointments. This relates to the number of other commitments a GP may have e.g. as a GP Trainer. CC felt that patients with long-term conditions want to 'touch base' with their own GP so being able to book, say 3 months, ahead would be advantageous.

ACTION HW to review the number of appointments available and try to extend the timescale for booking ahead.

- Dr. Newman, Dr. Adler and Dr. Bhanot will reduce their sessions to eight per week to facilitate other, medical activities.
- The Practice continue to seek a new GP. but recruitment is difficult across the country.
- Dr. Hogan reiterated that the doctors prefer blood tests to have been completed so they have the results for annual reviews. Patients may call the secretaries to make an appointment and ask the doctor to complete the necessary request form. A Duty Secretary is always available.

8. A o B

PW spoke of a recent problem with communication within the CCG PPG and requested that to avoid that happening here members of this Committee go through the Chair, Vice-Chair or Secretary.

PW is making the CCG PPG more pro-active and asked members of this meeting to forward agenda items to him. He is also on the CCG Governing body and will take issues there too.

PW asked Dr. Hogan about the national programme to reduce the use of antibiotics. She assured him that doctors are aware of this, are given constant reminders and compare numbers of prescriptions with previous years. It is difficult as viral infections take time to progress so unnecessary antibiotics are sometimes given if a patient presents at the surgery several times.

The Chair wished the Committee seasonal greetings - a little early.

The meeting closed at 19.54

Date of the next meeting: Wednesday 7th February

H. Metcalfe

10th November