

## TADLEY PARTICIPATION GROUP (PPG)

### Minutes of a Committee meeting held on Wednesday 16<sup>th</sup> August in the Conference Room at Holmwood Health Centre

Present Val Turnbull, Gill Tomlins, Claire Chambers, Alan Chambers, Heidi Williams, Alison Jenner, Chris Backwith, Tony Wicks, Kate Wright, Graham Wright and Hazel Metcalfe.

1. Apologies: Paul Woodgate, Dr Hogan and Dr Newman
2. New Member Tony Wicks introduced himself having joined the Committee following the Annual Patient meeting held in June.
3. Minutes of the meeting held on Wednesday 17<sup>th</sup> May 2016 were accepted as a true record.
4. Matters arising None.
5. Voting in of Committee members (roles and responsibilities)  
CC (in the Chair) thanked Hayley Bone and John Davis, who stood down in June, for their contribution to the Committee over the last three years.  
Voting then took place for key roles and the following were returned unopposed:  
Chair Paul Woodgate  
Vice-Chair Claire Chambers  
Secretary Hazel Metcalfe  
It was suggested by CC that members consider whether there were any areas that they would be able to undertake as a specific responsibility. AC will edit the PPG contribution to the Practice newsletter and work on PR.
6. Reflection on the Annual Patient Meeting
  - it was decided to keep the more informal format used for the AGM this year especially after new member TW admitted that he would not have attended a formal one and the numbers attending of twenty-nine patients this year compared to three last year suggest others felt the same.
  - HW commented that Communication is clearly an issue. The Committee had been surprised that many attendees were unaware of features of the website. This was discussed and will be an action point for the next few meetings.  
**Action: AC and HW**
  - The Practice fully complies with the Sign up to Safety initiative.
  - The Terms of Reference were revised with more emphasis on the use of the website - see attachment for details.
7. Future events
  - The Community Liaison Lunch, organised by Tadley CAB, offers an opportunity for organisations to promote themselves and network. The PPG have found attending it useful in recent years. GW volunteered to write the presentation and attend on October 17th.  
**Actions: GW and KM to forward a list of voluntary organisations in the area to HW**
  - KW explained the 'Who Cares? Initiative from Hampshire Churches working together to establish the concerns of the public and, where possible to respond with relevant support. Initial responses have shown medical concerns so it was decided

to invite the local organiser to the next meeting. AJ suggested that dealing with concerns patients feel through this programme might result in them needing less medical input therefore freeing up Practice time in the long term.

**Action: KW to invite Andrew Cox**

- KW suggested using local groups to promote the PPG

#### 8. Information from the Practice

- Update on appointments - AJ said duty doctors are dealing with up to 160 calls a day some of which are unnecessary but, with a wait of at least three weeks for a bookable appointment people opt for a call from the duty doctor. The Practice continues to seek solutions to the appointments problem. Four bookable telephone slots are available following each surgery and many people find these are a suitable alternative to seeing their GP.

- The pharmacy at the Morland Surgery will need to be closed sometimes in the next few weeks because of a shortage of qualified staff through the holiday period.

**Action: HW to notify patients**

- CC asked whether the Committee could usefully help at the Flu Clinics again this year which also provides an opportunity to discuss other issues, such as the use of the website. AJ explained that the vaccinations provide a source of revenue for the Practice.

**Action:2 All to encourage patients to have their flu Vaccinations through the Practice this year.**

- It would be helpful if patients used the online ordering system or dropped the paper copy into the dispensary for repeat prescriptions as the telephone message system uses a huge amount of staff time. On recent Mondays alone, one hundred and fifty messages have had to be listened to and the requests actioned. After discussion, various actions were put forward:
  - HW to establish the group to be targeted and offer, where appropriate, a 'proxy service' for emailed requests which would enable those without IT skills or unable to use their skills for some reason to nominate a person to act on their behalf.
  - HW to write an explanatory letter to identified patients
  - AJ to discuss ideas with the Doctors
  - AC to 'sell' the idea of alternative methods of ordering via the website and newsletters
  - HW to put a link to a 'How to' video on YouTube
  - HW to investigate limiting the time the phone lines are open as many practices do.

#### 9. Any other business

HW said that the Health Centre phone number is now displayed on patient phones when the duty doctor calls them back. Anecdotally this is resulting in more calls being answered so is a positive move.

TW asked whether appointments, not required by the Duty Doctors could be returned to the system at 3 p.m. This was not thought to be feasible by the Practice.

KW suggested using an online poll to fix meeting dates for the coming year.

The meeting closed at 8.00 p.m.

**Date of the next meeting: Wednesday 8<sup>th</sup> November**