

**TADLEY PARTICIPATION GROUP (PPG)**  
**Minutes of a Committee meeting held in Wednesday 7th December in the conference room at Holmwood Health Centre**

**Present** Claire Chambers (Chair), Alan Chambers, Val Turnbull, Kate Wright, Graham Wright, John Davis, Chris Backwith (new member), Dr Newman, Alison Jenner, Heidi Williams and Hazel Metcalfe

**District Nursing Team**

Dale McDougall, Integrated Clinical Lead for the District Nursing team (who prefers to be called the Community Matron) which is based at Holmwood Surgery explained her role and that of the team.

The team consists of

Two Sisters

Six Staff Nurses

Four Healthcare Assistants (similar to the old SEN role)

Two Physiotherapists

One Occupational Therapist

Three Psychological Nurses (currently the team is short of these)

One full-time administrative assistant and recruiting is taking place for a part time one.

The team is on call 365 days a year from 08.30 to 23.30 hours and covers an area including Tadley, Kingsclere, Overton and Bramley with a Staff Nurse and a Health Care Assistant linked to each surgery.

The service has one phone number for all referrals from medical professionals with calls being triaged to assess need. The team visits patients in residential homes but not in care homes.

Dale:

- oversees the team and its training and development
- attends meetings and manages administration e.g. for the CQC visits.
- is able to issue prescriptions having completed a prescribing course.
- manages the care of patients with a high level of need. Her aim is to provide the care needed to keep a patient in crisis out of hospital if at all possible. She works closely with St Michael's Hospice and those providing palliative care. The service is supposed to work with housebound patients over the age of 18 but more mobile patients on palliative care are also seen.
- investigates breeches in the aim of preventing all pressure ulcers
- supervises the medical students shadowing the team
- judges when to call in additional staff and when to support the Hospice and Macmillan nurses who are currently both short of staff.

HW asked whether you can now train directly as a Community Nurse and Dale confirmed that this is possible.

The Chair thanked Dale on behalf of the Committee.

**Apologies** Paul Woodgate, Dr Hogan, Dr Chandler, Gill Tomlins and Hayley Bone

**Minutes from September 28th** were accepted as a true record.

**Matters arising** None

**Reporting on action since the last meeting**

- GW reported that attending the Community lunch had been worthwhile. Two people had approached him, firstly Warwick Lovegrove suggested he would like to attend a Committee meeting on behalf of the Council. This query had been dealt with by the Practice prior to this meeting who did not feel this was useful at this time. Dr Newman felt this request related to a planning application (no longer viable) which was turned down some time ago. KW said each Councillor has a discretionary Community Fund which could be useful.

AJ has a contact at the Council and does not feel there was a dispute.

JD was concerned that there was potential for politicising the Committee business if the Council became involved but KW stated this doesn't happen at CAB where they are represented.

The Practice view remains that they will make contact when they feel this is useful, perhaps when the sustainability plan is discussed. A verbal response will be given. ACTION KW

CAB had mentioned that people are having difficulty with the wording on applications for benefits. Dr Newman felt this was not really a matter for the Practice but that it would be useful to have a copy of a template letter from the CAB to save time and ensure all required points were made.

The Chair thanked KW for ensuring the PPG was invited to the lunch and GW for representing the Committee.

- Magazines VT and HM have been checking and replenishing the magazines in the waiting room at Holmwood for three months and Morland from November. Copies of up-to-date magazines would be welcomed.

### **Data Protection and Communication**

PW has become concerned about data protection and the use of e-mail addresses particularly if c.c facility is used as it is difficult to control the spread of data. (This was discussed by the CCG Committee at their last meeting also.) With a new member present CC reiterated the methodology of the PPG which has worked well to date:

- the aim is to offer support to the Practice
- a team approach is taken with no 'hidden agenda'
- communication pathways and processes exist e.g apologies should be directed to the Secretary who can check the meeting will be quorate
- between meetings the officers discuss any matters arising
- initiatives and comments need to go via the Chair
- the Chair will link with the Practice

Discussion points were:

- JD queried what happened if the Chair didn't respond. ACTION CC and HM will prompt if copied in.
- AC asked whether, once a conversation was started with the Practice on a specific matter e.g. the recent survey, it could continue without being sent via the Chair. This was deemed to be fine.
- HW clarified that she sends Committee administration out as c.c. but newsletters etc which go to other patients are b.c.c. Before a mailing is sent two managers have to check the distribution list is correct.
- CC said agenda items are welcomed from all Committee members

### **Patient Survey 2016**

AC had prepared a short presentation aided by HW who had additional up-to-date information. 296 returns had been received with only three paper copies handed in. Not all Committee members had received the survey so there is concern over the number of patients offered it in total. The on-line format probably indicates that the answers were from a non-representative sample but the attempt to alter this by piles of paper copies offered in waiting rooms was not taken up.

The programme collated some results and all are very positive regarding the Practice. Comments entered have yet to be analysed. The next step will be AC, VT and HW working on these followed by the original subgroup preparing a report. JD commented that the responses link well to the Sign up to Safety initiative. AJ mentioned the new Pocket Medic tool which will enable patients to further manage their medical care and is being promoted currently. Doctors can now email a short video to a patient with relevant information.

### **Self-Care and Long Term Conditions**

See above. The Practice view is that valuable information may come from the survey.

### **Sign up to Safety**

Dr Prince needs to have a further discussion with the Senior Partner but the Practice is ready to sign up to the redrafted pledges. Dr Newman said the scheme is considered to be beneficial despite suggestions that some patients will be concerned at the use of the word safety in this context. The meeting felt that most people are familiar with work-place terminology. The pledges will be on the website and laminated posters will be displayed.

ACTION HW

JD suggested annotation stating what the Practice is already doing for each pledge would be reassuring to patients. This will be discussed at an Education meeting.

ACTION AJ

CC concluded the discussion saying that although Dr Prince is managing this the Committee would be willing to help in any way.

### **Information from the Practice**

- Holmwood has a lowered check-in screen and Morland a new screen for wheelchair users
- the disabled parking is under review
- Dr Caren is much missed but is looking well
- Dr Phillips has settled in well and is an asset to the Practice already
- the younger doctors are all very good and have a wide range of medical specialisms

- Diary dates for the Christmas holiday period will be issued on a newsletter by HW.

CC and others felt that the ability for a patient (with their GPs agreement) to access their medical records was both fascinating and useful. AC said the EMIS programme and the Apple App are linked. The NHS is encouraging the dissemination of medical information to end users.

CC, on behalf of the Committee asked AJ to pass on the view that we have a spectacularly good Practice.  
ACTION AJ

**A.o.B.**

JD asked that the Committee be kept up-to-date regarding the Hampshire and I o W Sustainability and Transformation Plan.

ACTION KW

The closing date for comments is prior to the next PPG meeting so an ad hoc meeting may need to be called in February.

ACTION HM and  
PW

The meeting closed at 20.09.

**Date of the next meeting: Wednesday 15th March**

H Metcalfe  
15th December 2016