

TADLEY PARTICIPATION GROUP (PPG)

Minutes of a Committee meeting held on Wednesday 28th September 2016 in the Conference Room at Holmwood Health Centre

Present Paul Woodgate, Claire Chambers, Alan Chambers, Val Turnbull, Kate Wright, Graham Wright, Gill Tomlins, Dr Chander, Alison Jenner, Heidi Williams and Hazel Metcalfe

Health Visitors

Lucy Dennis, Clinical Lead for Basingstoke and Tadley Health Visitor Team delivered a presentation on the HV role. All three local HV teams, including the one covering Tadley, are based at Parklands. The advice line for patients is 01256 376558 or email hp-tr.BasingstokeHVTeams@nhs.net

Access to the HV Service is available also via:

- the HV professional telephone line (not for patients)
- GP referral form
- GP/HV monthly liaison meetings
- Clinics held on Tuesdays in the Tadley Community Centre or across any of the other Basingstoke Clinics. Details on the Southern Health website
- Ready Steady Mums group in Basingstoke
- The Healthier Together website

Lucy explained that HVs are Registered Nurses with a Public Health degree or MSc who work in a team with Nursery Nurses. The Tadley Link HV is Fran Batchelor.

The main focus of their work is through the Healthy Child Programme which is offered to all families from the 26th week of a pregnancy, continuing until the child reaches 5 years at which point transition to the School Nursing Service takes place. In response to a question she agreed that the SNS has had the budget cut and mainly deals with immunisation programmes.

The Committee thanked Lucy for an informative talk.

Committee introductions

There being no new members present this item was omitted.

Apologies John Davis and Hayley Bone

Minutes from June 13th were accepted.

Matters arising None

Patient survey planning

The Practice view included the fact that the information needed from a patient survey has changed since the Friends and Family Survey which is completed after each contact visit (on paper or online if a patient wishes) means the level of satisfaction with the Practice is available on an ongoing basis. Instead it would be useful to have evidence aimed more specifically e.g. by asking patients with long-term conditions what information they need to manage this without having to come into the surgery as frequently. KW felt this could be too intrusive for some people. PW felt if handled sensitively this would be fine. Dr Chandler would like patient expectations to be better managed and then to expect patients to make appointments instead of waiting for a letter reminding them that a review was due.

Another idea was to discover how patients feel if they are told that they do not require a prescription for a viral infection which will get better given time. This is in response to the over-prescribing of antibiotics and the danger that they will cease to be effective before new ones may be developed. CC suggested that it was important to be able to explain to patients why you needed this information and GW felt it was part of patient education to ask questions then formulate a method of changing perceptions. Dr Chandler confirmed that some prescriptions for antibiotics are still issued 'in case' but that this practice is less common now.

CC suggested the survey should point out changes made in the Practice (new appointment system, integration of Holmwood and Morland etc) and ask patients what impact this has had on them.

After further discussion it was decided to set up a sub-group to plan the next survey. This will meet in early October. Clinical input will be provided once a draft survey is produced,

Action HW for dates plus
CC, PW, GT, VT, HM

The Role of the PPG

The updated Terms of Reference were accepted.

PW requested members should email him areas of expertise or subjects with which they wished to take a lead.

Action All

It was decided to add a section of PPG Committee news to the next Practice newsletter instead of producing a separate PPG one at this time as this means it will be circulated next week.

Action AC and HW

Discussion on the upkeep of the PPG noticeboard resulted in agreement that:

- the heading will be in larger print
- a list of Committee members will be displayed along with a photo
- details of contact points will be listed (email ppg4tadley@gmail.com, a letter via Reception or completion of a form available from Reception).
- responses will be shared with the Practice or referred to them as appropriate
- there is sufficient information scrolling on the monitors without adding more

Last year the flu clinics ran efficiently without the need for additional helpers so the PPG will not be required this year.

Additional points discussed:

- staff at the Practice, and specifically receptionists and secretaries were praised especially as they have been short-staffed recently. It was queried whether patients are aware that the secretaries can help them with many issues without the need to see a doctor?
- the two patients who have expressed an interest in joining the Committee will be contacted prior to the next meeting

Action HW

Information from the Practice

The Hurst project has reached a natural end now that the College has the information needed to understand the scope of the issues young people have regarding their health and have been linked to Southampton University for pupil guidance in managing pressure.

Dr Prince had thanked the Committee for their responses to her redrafted Sign up to Safety pledges. The Committee felt these are now less wordy and the circular format suggests that they are ongoing.

Dr Chander said that electronic prescribing will begin for some pharmacy patients in October and is expected to be of great benefit to them and to the Practice.

A O B

GW will represent the PPG at the Tadley Community Liaison Lunch on the 19th October.

Action GW

CC asked if it would be useful for medical students to attend a PPG meeting.

Action HW

The District Nursing team will be offered a slot at a future meeting.

Action HW

The Chairman closed the meeting at 8:26 p.m.

Date of next meeting 7th December