

## TADLEY PATIENT PARTICIPATION GROUP

### Minutes of a meeting held on Wednesday 16th September in the Conference room at Holmwood Surgery at 6:30 p.m.

**Attended by:** Paul Woodgate (Chair), Hayley Bone, Val Turnbull, Gill Tomlins, Peter Parsons, Lorraine Burden, Matt Burden, Dr Annie Hogan, Alison Jenner, Heidi Williams and Hazel Metcalfe.

1. Apologies were received from Claire Chambers, Alan Chambers, John Davis, Derek Heath, Kate Wright, Graham Wright.

#### 2. Minutes of the meeting held on Wednesday 3rd June 2015

These were accepted as a true record.

#### 3. Matters arising

- The position of Vice-Chair will be shared between Hayley Bone and Claire Chambers.
- HB will write a draft newsletter then circulate it for comments.
- Three new doctors have been appointed, all part time and based at Holmwood surgery though also working at Morland.

Dr Moir works four days. Drs Prince and Maynard work two days each. There are seven partners and four salaried doctors currently. The partners are discussing whether this means they are fully staffed to meet the needs of the patients. Drs Newman and Adler working at Morland has provided stability there.

#### 4. Chairman's report

PW apologised for the lack of PPG newsletter and thanked HB for offering to take this over.

He described other projects he is involved in with the Wessex Academic Science Network ([wessexahsn.org.uk](http://wessexahsn.org.uk)) such as working towards the provision of insulin for self-administration by patients on wards and monitoring how changes to drug management on wards are working.

Wessex AHSN is also looking at the whole area of repeat prescribing and electronic dispensing which the PPG has also been considering. Neither HW nor PW has found a user-friendly version of a leaflet to explain. With the draft Wessex leaflet due in two weeks, PW felt there were useful comments in the last Practice newsletter that he would pass on.

In response to a query from HW the Chairman replied that the CCG PPG Minutes have to be ratified at the next meeting so it is four months before the final copy is circulated.

#### 5. Progress report from the Marketing Sub-Committee

HW and HM reported that this sub-committee has had a busy summer with progress made in the following areas:

- seeking input on Practice matters from younger patients. Anne Togher, retired school nurse with huge expertise with secondary aged pupils and the Tadley area, has been co-opted. JD has liaised with Roger Jones, new Head teacher of The Hurst Community College and a meeting will be held with him on September 24th attended by JD, Anne Togher and Dr Hogan to discuss ways in which PPG/Hurst links might enable feedback from teenagers to be obtained and information from the Practice provided to them.
- Flu vaccinations HW is organising a rota for committee members to volunteer to assist at Flu vaccination clinics in non-medical roles. Details have been circulated.
- Repeat prescribing and electronic prescribing continue to be researched but in the short term encouraging patients to sign up for e-mail and text messages would be an extremely useful project.

In discussion HW explained that some patients seem reluctant to share their details for fear of being bombarded with messages which would not be the case. The details are kept on the NHS Spine as part of their record with those people who have opted out receiving nothing electronically as appointments for smear tests, immunisation of children etc are mailed out. Even experts are unclear as to the legalities around data holding of email addresses but mobile phone use is much more straightforward and saves the Practice and patients time and effort.

- Self-help NHS England has Self-Care for Life week from 16th to 22nd November. HW will organise posters and PW will source leaflets from the CCG if possible.

HB has arranged to interview one of the pharmacists for the PPG newsletter giving him the opportunity to explain the wide range of information and resources available from a pharmacy

## 6. Information from the Practice

- HW is about to distribute the next Practice newsletter containing information on flu jabs, the appointment system, Steady and Strong classes, repeat prescriptions and a letter from Dr Newman.
- Dr Hogan said the triage system is having minor adjustments made after a trial period but is generally working well, particularly now there are additional doctors.
- HW said Friends and Family surveys were biased negatively but, since a more proactive approach has been taken in promoting these a more balanced view is being recorded.

## 7. Clinical Commissioning Group Matters

PW is now Chair of the CCG PPG which provides him with a wider contact list which could be of use to the Tadley PPG. The CCG takes their PPG seriously and sends a member to each meeting. He encouraged this committee to contribute comments for him or GT to take to the next meeting on October 14th or to future meetings. The new Chair of the CCG is Dr Decker from Overton. The CCG is seeking a lay member with appropriate experience to chair the quality committee.

HW receives a weekly newsletter from the CCG but information on events often arrives too late for action. AJ felt this is because the letter is kept brief on purpose so some information is held over.

#### 8. A.O.B

PP reported that a defibrillator is now available at the Pamber Heath Village Hall and more courses on its use are planned. He suggested the PPG should work towards there being one in every primary school in the area (The Hurst has one already). Fund raising would be required with defibrillators costing £400 through AWE with a ten week wait or £1000 purchased directly. HW to circulate the documentation.

HW mentioned the Befriending Service which is seeking volunteers for two hours a week to visit the housebound and elderly. HB has already applied. Currently there are more volunteers than those needing support so Dr Hogan suggested information should be included in the PPG newsletter while HB said it should be part of the Social Care package provided for patients. AJ suggested promoting the scheme at the lunch club at the Ambrose Allen Centre.

Steady and Strong sessions have 15 grateful members who no longer have to travel to Basingstoke. This is HCC funded through B and D Council (Sports Centre). It is hoped to find a named person to take calls, replacing an answer phone. PP confirmed that session attendance is not time limited and there are vacancies.

#### 9. Date of the next meeting Wednesday 2nd December at 6:30 p.m.

The meeting closed at 07:38 p.m.

HEM

21/09/2015