

TADLEY MEDICAL PARTNERSHIP PATIENT PARTICIPATION GROUP
Minutes of a meeting held on Wednesday 6 September 2023 in the Conference Room of TMP

Present: Claire Chambers (Chair) Alan Chambers, Gill Tomlins, Val Turnbull, Graham Wright, Heidi Williams (TMP), Karen Simmons (TMP)

Apologies: Dr A Hogan, Elizabeth Chapman, Keith Chapman, Sheila Gunnell, Gillian Herbert, Priyanka Patel, Kate Wright

Item	Description	Action
Minutes	The minutes of meeting for 31 May 2023 were agreed to be a true and accurate record.	
Committee composition & recruitment, ToR	Considerable discussion on the number now on the committee and how to increase the size. Discussion also on the ToR for the committee and the need to upgrade. Plan to prepare role description for the committee members, discuss the ToR with Watership Down and also ICB. Drafts have been found online, to be studied further to see if this can work for the TMP PPG.	CC, MC, HW, KS
Practice Matters	<ul style="list-style-type: none"> • Not possible to get timed non urgent appointments yet. • E-Consult is now live again. Offers possibility for 50 non urgent medical appointments daily in addition to script requests and other administration matters. For the non urgent appointments, a clinician will contact the patient within 5 days of receiving the request to arrange for the necessary consultation. • Dispensary will now only close on the first Wednesday afternoon of each month rather than every Wednesday afternoon in future. 	
ICB matters	Nothing to report, MC & GW both had to miss last meeting.	
Open meeting 12 July	<ul style="list-style-type: none"> • Meeting went well, generally positive and attendees generally accepted the position as outlined by the practice. • Thanks to the support from TMP staff and partners for the strong attendance. • Some issues with the time taken for the queue of people to get into the meeting which resulted in a slightly late start. Consider alternate means of checking in for the next meeting and include a starting time for registration on the invitation. 	
Communications & Patient Information	<ul style="list-style-type: none"> • Leaflet has been well accepted. One criticism received that the online blood test appointments are not mentioned, but since the leaflet is largely for those without internet access a change was not considered necessary. • The leaflet is being updated on a regular basis by the practice to ensure that the information is current. 	
Contact with other groups	<ul style="list-style-type: none"> • Meeting at the Hurst went generally very well. Meeting with the mental health ambassadors and school council were very well received, less contact at the parents evening where the parents were more concerned with their children's success than with the medical situation. • The school and pupils are keen to keep the contact going and further meetings are planned. • Key points: 	

	<ul style="list-style-type: none"> ○ Concern about privacy when students attend the practice (maybe training needed) ○ What the school can do if there is an urgent concern about a pupil who may need support urgently ● Discussion on how or if the school can access the practice in urgent cases. HW to discuss with the partners, feedback requested prior to the next meeting as the next meeting at the Hurst is planned for before the next committee meeting. ● HW to investigate the possibility of linking the practice Young Person mentor with the Pastoral Committee at the school. ● The Hurst has several initiatives where the pupils are responsible for activities such as mental health, resilience, ambition etc. and there may be scope with these groups to widen the contact. KS to provide details of the program. ● There is interest from the pupils in a focus group linked to the PPG, to be followed up at next session. 	KS
WASP	The Wessex Activation and Self-Management Program is proceeding. The resource needed is very substantial and some question as to how beneficial the program will be to both patients and the practice. Program ends during September.	
Patient issues	<ul style="list-style-type: none"> ● Noted that despite the increase in the number of homes in the practice catchment area over the past years, the patient population has been stable for some time so the proposed Bewley development may not be as significant as some fear. ● Unclear why phone sometimes cuts callers off, will be further investigated. ● HW to check on the possibility of a get message being sent to dispensary patients when their medication is ready for collection. ● Hearing loop has been ordered for Holmwood reception to replace the unit lost during the renovations. The unit in Morland is very rarely used. ● Patients who do not have a smart phone and so cannot access links in text messages received can have other communication methods used to assist them. The practice will not send emails in this situation as there is a high risk of abuse of the email system. 	HW HW
Covid and flu vaccinations	<ul style="list-style-type: none"> ● List of eligible patients has been prepared. ● Invitations will not be sent out until the delivery of vaccine is confirmed and the vaccine type has been confirmed so staff can be appropriately trained, likely 23rd September. ● Clinics will be held on Saturday for mass vaccinations. 	
Other matters	It was noted that care should be taken when talking of matters affecting the practice in situations outside the committee meetings. Some members of the public may feel that committee members are speaking on behalf of the committee rather than as an individual and take any comments as being completely factual.	
Next meeting	The next meeting is in the conference room at TMP at 6.30pm on 22 nd November 2023. Plan is to have the group photo done then, please arrive at 6pm and wearing bright clothing. Subsequent meeting confirmed for 31 st January 2023.	

CCG – Clinical Commissioning Group (now known as ICB)

HHC – Holmwood Health Centre

ICB – Integrated Care Board (ours is NHS Hampshire and Isle of Wight)

ICS – Integrated Care System

<https://www.england.nhs.uk/integratedcare/integrated-care-in-your-area/>

PIG – Patient Information Group

PPG – Patient Participation Group

TMP – Tadley Medical Partnership

ToR – Terms of Reference