

TADLEY PARTICIPATION GROUP (PPG)

Minutes of a Committee meeting held on Tuesday 19th November 2019 in the Conference Room at Holmwood Health Centre

Present : Val Turnbull, Heidi Williams, Kate Wright, Graham Wright, Tony Wicks, Jean Chapman, Mary Cawley, Linda Mead, Robin Treadwell and Hazel Metcalfe.

The meeting began with a presentation given by Petra Fearnley, a Macmillan Caseworker who works mainly for CA Tadley and is based in their office in Franklin Avenue. She described her work supporting cancer patients and their families with benefit and other advice. The information was new to most Committee members who were impressed by the range of support she could offer. Petra may be contacted via CA Tadley.

1. **Apologies:** Gill Herbert, Dr Hogan, Alan Chambers, Claire Chambers, Sheila Gunnell and Gill Tomlins
2. **Minutes of the 11th September** were declared accurate.
3. **Matters arising:** KW had researched venues for the Annual Patient meeting and obtained prices. **Action:** HM to book The Point
HW had reviewed the siting of the suggestion boxes (see below).
4. **Sub-Group reports:**
Patient Information Leaflet: (KW) This group will meet on December 10th to produce a final draft for The Practice to consider. The information will be available on the new website in addition to the paper copies in surgeries.
Telephone Group: Following the improvements made to the patient access to the phone system, TW is revisiting the document produced 18 months ago by making test calls to the Practice. A draft of the revised version will be available at the next meeting. **Action: TW**

Terms of Reference Group: GW reported that defining and naming the different groups has been the major issue. Agreement has been reached with The Practice and will be emailed to all committee members for a final decision to be made at the next meeting.

5. **Committee Matters:**

Suggestion boxes: HW had discovered that the Morland one is not used and the Holmwood one receives repeat prescription forms in error but

nothing else. Most positive and negative comments or suggestions come via the website. Reception passes on comments they receive to HW who will telephone the patient. It was decided not to provide a specific form.

Action: HW to open the boxes weekly, make them more visible and report back on usage after a few months.

Immunisations: The point was raised by several members that it had been difficult to make flu vaccination appointments. Patients do not understand that the pharmacy makes a profit from vaccinations they deliver not the Practice. In order to remain competitive, the Practice needs to be more flexible and offer more appointments to match the national advertising campaign. Some staff need to be more welcoming especially as for some patients attending for this will be their only contact with the Practice in a long time.

The Practice policy on the MMR vaccination was queried. Currently there is extra funding available to Practices for an additional campaign aimed at the parents of those children who have not had, or completed their course of MMR vaccinations

A list of all vaccinations is available on the NHS website.

Action: HM to email this to the Committee.

CCG Link: JC reported that the representatives (JC and MC) would be attending the next CCG meeting the following day and had been asked to submit copies of their PPG ToR and Best Practice information prior to the January meeting. Both members said that at the CCG meetings they note how lucky patients of the Tadley Medical Practice are compared to others in the Basingstoke area.

The CCG is having an ongoing discussion on e-consult, which is not an issue here as it is working well, and the NHS111 number where unsatisfactory responses have been reported despite being graded as Satisfactory.

NHS111 is not a national service and the CCG is trying to establish where the local one is based. Also, those answering the calls are not medically trained. JC has asked to be supplied with a list of acronyms as the medical staff on the CCG PPG use these all the time.

Sandford Springs Primary Care Network Meeting: Committee members who attended this felt it to be informative and useful with a good turnout. Tadley alone could have filled the capacity of 120 so many patients were unable to be given a place. It was felt the information stalls were under-viewed because of lack of space and time which was regrettable. Another

meeting is planned. MC suggested we might have stalls at our Annual Patient meeting if space allows.

Patient Collaboration group: This is comprised of representatives from the PPG Committees and staff members from the three practices in the Primary Care Network (Overton and Kingsclere making the Watership Practice plus Tadley which is of a similar size.

Patient Queries: Defibrillators: HM had prepared a list of the defibrillators in the local area in response to a patient querying whether these are being maintained now that the Tadley First Responder Group has ceased to exist. There is a nation-wide programme of Responders who must live two miles from the next one and who are based in ambulance stations.

Action: HM to research this.

Various points were made:

- Training in resuscitation is being given in schools which will be followed by the provision of more defibrillators
- Maintenance was meant to be the responsibility of the provider of the equipment but many were donations from businesses or individuals.
- The access code is needed to carry out maintenance and should be kept securely
- Some renewable items, such as pads, have been bought off e-bay locally to keep equipment safe for use
- The ambulance service should have been training people up but this has not happened so training is an issue
- It is not clear what happened to funding for maintenance

If a defibrillator is available 57% of heart attack patients survive compared to 3-5 % without so the Committee will continue to explore this issue.

Walking for Health: this group was founded some years ago to encourage those with (mainly heart) problems to become fitter in a friendly group. The current members enjoy their walking but had noticed that no new members had been referred for some years and wondered why. HW had asked doctors and found newer ones hadn't heard of the group though they do recommend walking for fitness to many people. The walks are advertised locally but the walking group will be asked to provide details.

Churches around Tadley: there was a reminder that this organization offers a range of support locally. It was one of the many involved in the CA Liaison lunch in November.

6. Practice Matters: A Social prescriber has been appointed who will work one day a week for The Practice and Andover MIND group are running a pilot in Basingstoke offering a thirty-minute appointment for a mental health assessment. Patients will be seen once or twice for these longer appointments taking the pressure off GPs who need to spend additional time on patients before they can make a referral.

The contract has been placed for changes to the car park with the re-marking taking place during January or February. It will be necessary to use the back door only for a short time during this work. The changes will be:

- Disabled spaces being moved adjacent to the building so there is no longer the need to cross traffic flow
- A wider path
- Dropped kerbs

The Committee agreed to help during this work. A Practice newsletter will be sent out in December explaining the above. It was suggested that the information be added to the screens in the waiting rooms nearer the start date.

The meeting closed at 8.22

Date of next meeting Wednesday 26th February

H Metcalfe

8th January 2020