

TADLEY PARTICIPATION GROUP (PPG)

Minutes of a Committee meeting held on Wednesday 17th February Online.

Present: Claire Chambers (Chair), Heidi Williams, Tony Wicks, Gill Herbert, Val Turnbull, Jean Chapman, Sheila Gunnell, Mary Cawley, Linda Mead, Gill Tomlins, Alan Chambers, Graham Wright and Hazel Metcalfe

1. **Apologies:** Robin Treadwell and Kate Wright
2. **Minutes** of the meeting held on Tuesday 15th December were accepted as a true record.
3. **Matters arising**
 - No-one can explain how patients are chosen for the national patient survey. The Committee would like to hear from anyone who has participated in this.
 - Defibrillators. HM is in contact with the team at South Central Ambulance Service who administer all devices in the area covered by SCAS. The list of defibrillators in the Tadley area is being finalized between HM and SCAS and the PPG Committee asked to help find Guardians for those machines without them. This involves checking the devices regularly for functionality then carrying out pad and battery checks at the required intervals. Members asked for more information and expressed a willingness to take on this role if the demands were not too onerous. Local parish Councils are believed to be guardians of some devices. Action SG to obtain names from the Clerk.
Action HM to obtain further information.
 - The recorded message on the Tadley Medical Practice answerphone is much more welcoming than previously. Thanks to HW for changing it.

4. **Committee Matters**

Vaccination process The Covid Centre at the Hampshire Court Hotel was agreed to be extremely efficient by those who had either worked there (HW and GH) or been vaccinated there. Early problems of social distancing and signage have been solved.

The Basingstoke Fire Station is now open as an alternative venue and some patients have travelled to the NHS Pharmacy run hub in Marlow which is also running very well.

GH and HW reported that the Chineham Centre is exceeding expectations (upon which numbers of vaccines were decided) so is applying for increased deliveries. Pfizer can be accommodated there as well as Oxford Astra Zeneca so usage depends on availability. CC commented that the whole vaccination process is an incredible venture.

The posters produced by the CCG a few weeks ago were agreed to be clear and helpful but were superseded by a revised letter from the NHS clarifying the options regarding choice of venue for vaccine appointments so it was felt there was no longer any need to display the posters.

GT asked about those patients who have not received a second appointment. Initially patients received two appointments then it was decided by the Government that giving a first jab to a greater number was a better idea, supported by the research. The next cohorts did not receive a second appointment when they attended the first so these patients will be contacted by text, phone, or letter with appointments eleven weeks after their first jab. More recent cohorts have been given a second appointment on a card at their first visit.

Covid Forum This online discussion, organized by Hants.gov was attended by CC. The main priority to come from this was the need to encourage patients in the BAME groups to come for vaccination as the lower numbers were a cause for concern. Future discussion will be held between 24th February and 4th March and details are on the Hants.gov.uk website.

NHH CCG PPG This group, attended by MC and JC continues to meet every two weeks. CC thanked them for giving up so much time to this and to JC for promptly forwarding all the information. Relevant parts are being added to the TMP website as soon as they arrive.

MC commented that some Practices in the area, particularly those being managed by an American company, are working with a different PPG format to ours. A piece updating patients with recent CCG information is included with these Minutes.

JC asked members to feedback any comments or queries regarding the CCG to her or MC.

IT Issues HW reported that TMP is now offering the facility “Contact us Online” instead of e-Consult as an online gateway because it is simpler and quicker to complete. It is also more useful if you want to ask a single question. In response to a question from MC the support available at TPM is via HealthCare Computing who service all the practices in the area and are very efficient. Since the IT manager retired staff have developed a range of IT skills and are now able to support each other through day-to-day problems.

Dr Chandler is responsible for overseeing the website with HW and one other staff member also able to make changes.

TW, in his role as telephone checker, reported swift responses to calls recently.

Annual Patient Meeting It was agreed that we should hold this meeting in some form this year, probably online. After discussion, the matter was referred to TMP for their opinion.

Action HW

Tadley Wellbeing Forum LM and CC attend and are impressed with the organization and find the range of support mechanisms in the area inspiring. CC mentioned two opportunities:

Tadley Men’s Shed. This is part of a national movement and enables men to meet and work on projects together. Currently it is meeting virtually on Zoom

on the 2nd and 4th Friday of each month from 2 -3 p.m. Type 'Tadley Men's Shed' into a search engine and the poster with the Zoom details comes up.

Secondly, 'Move it or Lose it' is an online exercise class for Over 60s using household objects such as cans or bottles of water as equipment. Call The Link on 0118 9814538 or email admin@tadleycommunitycentre.org.uk for information.

M Hunt, a Deputy Head at The Hurst Community College, has joined the Forum and is keen to link with the PPG. This is welcomed as we had a useful link to the college some time ago.

A wider discussion followed as to how we might attract a more representative range of patients to the Committee. A one-year position for a student studying at an FE college was suggested as a possibility. Other suggestions aimed at attracting parents of young children by asking at groups such as the clinics, exercise groups etc.

5. Patient Queries

- Free orange hearing aid batteries are still available from the Receptionists.
- Large print versions of information leaflets in drug packets are available if you call the number (in large print) at the end of the leaflet. Companies will post or email A4 versions of the notes.
- Patient Access opens a new box onscreen which offers updated information on a variety of conditions which appear on a dropdown list. Some patients had confused this with a newsletter from TMP. HW explained that Patient Access is separate from TMP but, if you enter it via the TMP website, it appears as if it is part of their information.
- A new two-step log-in for Patient Access had resulted in some patients being told they were no longer registered. HW had sorted that issue.
- Several patients had commented that e-Consult resulted in a rapid response for which they are grateful.
- The reduced dispensary hours are making it difficult for some patients to collect medication. HW will ask whether the reduced hours, due to staff shortage, could be adjusted.

6. Practice matters A huge effort is going into Covid management and, particularly, the organization behind the vaccine appointments whilst other routine work continues. As yet Public Health England has not been in touch regarding the testing for the SA variant which has been found in one case in Bramley.

The Doctors are having contact with greater numbers of patients than ever before though this is over more diverse communication methods. TMP is well staffed with medical personnel, including two new pharmacists (starting in March and June) and interviews are being held for a new role of Physician's assistant. The new paramedic, Gavin, has settled in well, already knows many of the families he visits on house calls and is described as 'amazing'.

Administration staff are under pressure with two Receptionists off long term and others for shorter times. Two Receptionists who are currently shielding are now set up to answer calls from home which is helping.

Home vaccinations have gone very well.

The meeting closed at 8.29 p.m.

Date of the next meeting: Wednesday 7th April at 6.30.

Additional information: The TMP PPG connection to the NHS

In the same way that TMP has a patient group, so too does the local Clinical Commissioning Group (see below for further explanation), clumsily known as the NHH CCG PPG. Each of the fifteen local practices is invited to send representatives to this meeting which is usually held approximately six times a year. We have two excellent representatives in MC and JC who attend and report back.

They have been working overtime for us during the last year as the meetings have been scaled up to one every two weeks because of the fast-changing situation with the pandemic. Instead of waiting for Minutes to be issued, notes from the meetings have been issued almost immediately and forwarded to both the TMP PPG secretary and Clinical Manager. Between us we have summarised any urgent information e.g., on the vaccine programme and this has been added to the TMP website immediately making this the first port of call for anyone with internet access. We have been requesting that this information be shared with any friends or family without this facility as a paper copy or verbally.

Here is the summary of the latest NHH CCG PPG notes:

Vaccination programme update

- Excellent progress has been made.
- The NHH area saw groups 1 - 4 vaccinated in ten weeks with 480,000 jabs given.
- 95% of age 80+ patients received a first dose.
- Groups 5 and 6 (65 -69, at risk 16 - 65 and carers) - appointments are underway.
- Anyone 70+ not offered a vaccine yet should call which is a free service 119 between 7 am to 11 p.m. or go to www.nhs.uk/covid-vaccination or, as a last resort, call their Practice.

Also:

Patients who for any reason receive appointments at different venues should cancel the additional ones to provide a space for another patient to attend. All vaccinated persons should continue to follow the HANDS, FACE, SPACE guidance.

If you are interested in reading more about the way in which information is cascaded down and feedback reported back see below.

Clinical Commissioning Groups (CCGs)

Taken from [NHS England » Clinical Commissioning Groups \(CCGs\)](#)

Clinical Commissioning Groups (CCGs) commission most of the hospital and community NHS services in the local areas for which they are responsible.

Commissioning involves deciding what services are needed for diverse local populations and ensuring that they are provided.

CCGs are assured by NHS England, which retains responsibility for commissioning primary care services such as GP and dental services, as well as some specialised hospital services. Many GP services are now [co-commissioned](#) with CCGs. All GP practices now belong to a CCG, but CCGs also include other health professionals, such as nurses.

Services CCGs commission include:

- most planned hospital care
- rehabilitative care
- urgent and emergency care (including out-of-hours)
- most community health services.
- mental health and learning disability services.

CCGs are to be replaced as commissioners by ICSs (Integrated Care Systems), under NHS England proposals. NHS England wants all **CCGs** to merge across their integrated care system (ICS) boundaries by April 2022, as part of proposed changes to legislation designed to hand ICSs the direct commissioning power.

Taken from About the Hampshire and Isle of Wight Partnership of Clinical Commissioning Groups <https://northhampshireccg.nhs.uk/about-us>

Ensuring patients receive the care they need, in the right place and at the right time is the top priority for the Hampshire and Isle of Wight Partnership of Clinical Commissioning Groups (the Partnership).

The Partnership serves a population of more than one million people and manages a budget of £1.4 billion. It is made up of four clinical commissioning groups from Fareham and Gosport and South Eastern Hampshire, North Hampshire and the Isle of Wight. The CCGs in the Partnership have a single Chief Executive and executive team, with a clinical chair and managing director.

The clinical commissioning groups of Fareham and Gosport, North Hampshire and South Eastern Hampshire established a formal partnership on April 1, 2017. The Isle of Wight CCG joined the Partnership on April 1, 2018.

The aim of the Partnership is to help accelerate improvements in patient care, be more effective and reduce duplication. By working together, the Partnership shares capacity and skills and operates with greater consistency with our partners for the benefit of patients.

The Partnership will:

- *Ensure local people have access to timely and high-quality care.*
- *Work with patients and our health and care partners to integrate and improve services; and*
- *Support and develop our clinicians and staff so they can deliver the best services and support for our communities.*

Where it makes sense to do so, the Partnership will work at scale to fast-track health improvements across a large area and implemented locally. By working at scale, it ensures that we use our limited resources wisely, as well as learn from others who have already implemented an improved service/system.

Yet our local communities continue to be at the heart of all that we do. We will continue to work with our patients locally to design, develop and deliver services that our localities need.

How else can the public find out about the Partnership and get involved?

Here at the Partnership, we are committed to working with the community so people are involved in discussions and decisions that affect health and social care services.

This means getting local people involved at the very beginning of a project, not just asking them what they think of something that has already been decided. We know that working together with residents results in better, more effective services.

Engagement with patients, carers and the broader public can result in:

- *Better outcomes and patient experiences*
- *Improved services for all*
- *More effective commissioning and delivery of services*
- *Increased knowledge of self-care techniques*
- *Improved understanding of appropriate service use.*

You can get involved in a number of ways. Find out more on our [Listening to you page](#).

H Metcalfe

24/02/2021