

TADLEY PARTICIPATION GROUP (PPG)

Minutes of a Committee meeting held on Wednesday 9th June held online.

Present : Heidi Williams, Alan Chambers, Sheila Gunnell, Gill Herbert, Kate Wright, Graham Wright, Tony Wicks, Jean Chapman, Mary Cawley, Gill Tomlins, Claire Chambers, Val Turbull and Hazel Metcalfe.

Apologies: Robin Treadwell and Linda Mead

Minutes of the meeting held on Wednesday 7th April were agreed. JC pointed out that the Basingstoke Fire station Vaccination site remains open.

Matters arising

- GH has not heard whether we will pilot a new telephone system.
- The link to the pharmacy is on the TMP website.
- Defibrillators are being managed by South Central Ambulance Service again now the list is agreed.
- A letter regarding problems on discharge from one of the NHH hospitals was agreed and will be sent to Alex Whitfield (CE of Hampshire Hospitals Trust) and Derek Gurney (Chair CCG PPG)
- KW will forward information on Health Watch to members asap

Committee Matters

- GW and CC met M Hunt from The Hurst and agreed that in the future the College will select two Year 11 pupils heading for Healthcare/Medical courses to join the PPG Committee.
- Representatives will attend the Wellbeing Council at the College and will have discussions with groups of pupils from Years 8 and 10. CC asked for representatives but no additional ones were forthcoming so CC, GW and HM will take this forward.
- The Pilot Focus group were asked questions specific to the agenda of this meeting but no replies had been received. Action HM
- JC will report the initiatives we are taking to address the diversity of patient involvement to the CCG PPG.
- The Wellbeing Forum has good input from TMP and the Happiness Lab is being advertised again as a new course will begin soon.
- In addition to the letter HW will add guidance regarding discharge onto the next TMP newsletter also explaining which matters they cannot provide help with. JC asked whether it was a good idea to mention this at the CCG PPG and this was agreed. Action JC
- TMP was congratulated for new initiatives introducing staff with a wide range of skill sets which have been appreciated by many patients. An explanation of these roles will appear on the next newsletter.
- Practice workload. RT suggested publicizing what has happened but HW said collating it would take too long to produce regularly but she will add to each newsletter and/or display it on the website. JC suggested seeing how busy TMP is might make some patients think it is too busy to see them so put off seeking treatment. The Practice will discuss this and report back.
- In future the more detailed agenda will be issued to all Committee and Focus group members.

NHH CCG PPG

- The deadline for opting out of data sharing has been moved back by 2 months to August 31st. HW said this was a problematic issue as it was launched suddenly and notified to the press prior to any NHS communication to practices. Concerns have been expressed by the National Association of Patient Participation (NAPP) groups and CCGs despite assurances that patient data will be anonymous. Members are worried that patients will withhold information if they know it will be shared. The subject was deferred to the next meeting.
- The company named Operose Health, the UK arm of a US Health Insurance company, is running many contracts for GP Practices in the UK. They run the Camrose, Gillies and Hackwood practices successfully with two of the Partners on the Operose board. It was recognized that Practices are businesses now though this is a new format to accept. GH said that TMP is in a good position and there are no plans to work with any other company at present.
- The Bermuda and Marlow practices are being taken over by Bramblys Grange practice.
- LM and, possibly, JC will represent the Committee at the Primary care involvement workshop on June 22nd.
An e-consult discussion document has been produced and circulated to CCG PPG members'
- JC had enquired at the CCG and the patient surveys which are reported in the local press annually are conducted by MORI using randomized data.
- Other PPG groups are members of NAPP. The TMP PPG belonged in 2017 -8 but received no support so did not rejoin. HM requested that JC or MC enquire of other local PPGs whether this would now be a useful organization to join.
- CCG PPG meeting have reverted to monthly events and are still online.

Patient matters

- GW had produced a spreadsheet so HM could collate comments from patients but this is proving difficult as people say they prefer to tell a member of the Committee to using the PPG email address (ppg4tadley@gmail.com). A discussion followed as some thought patients should report directly to TMP while others felt that, once someone felt they had a contact to a member of the Committee who represents the Practice, they catch you out and about. This also happens to TMP staff. All comments have always been passed directly to HW. Some people do not have access to email and the suggestion from TMP is that patients phone in. However, patients often complain that they have to wait for a telephone call to be answered so won't welcome that suggestion.
- CC asked for roles to be made clear as some patients expect a doctor to call and do not understand that may not be the best person for their needs. HW will be putting a list of roles and remits on the next newsletter.
- A question was asked as to whether it is possible to book an appointment ahead if you have long-term or complicated problems and wish to see a particular doctor. GH replied that this is not possible while day to day requests are so high at present but you can request a particular doctor on the online consultation form or when you call for a triage appointment and staff will attempt to action this. The nurses have a more structured schedule.
- Patients still expect a face-to-face appointment but the triage call is the appointment in many cases though some patients are asked to visit the surgery.
- Some patients would like to schedule a call if it is non-urgent but GH said this is not possible while the service is still in crisis. Many of the forms received are for

trivial matters that do not need a doctor and it would improve the situation if patients considered carefully before they asked for an appointment.

- A request was made for a comments box on the online consultation form but there is already a space that could be used for this.
- The latest upgrade on the website no longer passed applications for the PPG across to the Practice but this has only very recently been discovered by HW who is contacting all the patients involved.
- Medication or clinical reviews are conducted every six months, annually or as appropriate for the needs of the patient.

Practice update

- The Practice is using an external company (Push Doctor) for a trial. This company provides GP appointments. You need a smartphone to use the system and would be sent a link by TMP then you download the App and select an appointment from those offered. The online GP has access to your medical record as if in Holmwood or Morland. So far it seems that some patients do not care to download the App. Patients using the service are mostly positive and all are happy with the doctor they have 'seen' through a video or telephone call.
- More patients are being allowed in the waiting rooms, doctors are using their own rooms and Morland is open again.
- Over 18s are invited to the Chineham Vaccination Centre which is now in Jameson House which is an office building very near to the Hampshire Court hotel. This area is well ahead with numbers vaccinated.
- There has been an amazing change to staffing over the last two years. You may see one of these doctors:
Four Partners
Six employed/salaried doctors (varying amounts but P/T)
Six regular locums (P/T)
Ad hoc locums
Push Doctor

Or you may see a variety of other qualified, specialist staff (see next newsletter)

The meeting ended at 20.18.

Date of next meeting Wednesday August 4th online

H Metcalfe
June 18th