

## TADLEY PARTICIPATION GROUP (PPG)

### Minutes of a Committee meeting held on Wednesday 15<sup>th</sup> June at Holmwood Surgery.

**Present :** Gill Herbert, Heidi Williams Elizabeth Chapman, Dr Bhanot, Mary Cawley, Alan Chambers, Claire Chambers, Jean Chapman, Lynda Mead, Hazel Metcalfe, Priyanka Patel, Valerie Turnbull, Graham Wright and Kate Wright

**Apologies:** Gill Tomlins, Sheila Gunnell, Tony Wicks and Dr Hogan.

**Minutes** of the meeting held on Wednesday 16<sup>th</sup> February were agreed.

#### **Matters arising**

- The Practice visit to an Age Concern lunch was a success
- HW has updated the display boards
- There is now a range of chair heights and styles in the waiting rooms
- The NHS dentist has opened in a building behind Sainsbury's store.

#### **Committee Matters**

Following the nomination procedure CC will remain Chair and GW Vice-Chair for the next year. JC will be Minutes Secretary. Other parts of the Secretary's role will be shared between members.

The Annual patient meeting will take place on August 3<sup>rd</sup> in The Link (previously known as Tadley Community Centre). Invitations will be sent out this week by HW and placed in waiting rooms and on the website. LM has arranged a sound system. Patients will be asked whether they are prepared to share contact details with the PPG Committee so they can receive direct emails e.g. containing NHS surveys or seeking an opinion.

The Terms of Reference were amended to include a paragraph permitting online meetings should these become necessary again in the future.

A discussion was held on Telephone protocols as patients report having difficulty knowing who is calling them or understanding the information they are being given. Some patients won't even answer an unfamiliar number and those that do may not be in a convenient venue for a confidential call. The increased number of staff at TMP in varying roles means patients are not familiar with all the names as they were when a list of doctors remained the same for several years. HW and Dr Bhanot will devise a suggested opening comments list for staff to follow when calling a patient.

The Communication and video sub-committee will take a break for a few months. KW to email members of the Patient Information sub-committee to discuss the two groups merging.

The Hampshire Integrated Care Plan. GW reported attending several sessions initially driven by NHS staff but, following discussions a more useful document has been produced as a basis for future sessions. It seems that PPGs are an underused asset.

Patient Leadership Programme. GW, CC and JC suggested that the NHS is trying to listen to patients but doesn't understand the way patients view the NHS. Ironic as all the NHS staff are also patients so it has been suggested they should remember this in conversations.

Digital Approaches Workshop. Attended by JC and CC. this was a disaster as held on TEAMS which needed loading and was unfamiliar to most lay participants (as opposed to ZOOM). There were too many acronyms and aimed at those with advanced IT skills.

The Wellbeing Forum continues to be a useful networking meeting. Members will attend the Annual Patient information meeting.

NHH CCG PPG JC and MC now send information directly to members as they meet more frequently, and responses often need to be returned within a short time scale.

#### **Patient queries**

Proxy online access for parents to children's records is automatically withdrawn when the child reaches 11. However, children can have access in their own name if deemed competent. Only persons 13 and over can apply for the NHS App.

- DriQ is an online app similar to the NHS app. It is being used extensively by Operose managed practices in Basingstoke so has been in the local news lately.
- TMP puts Practice information on the website whereas the NHS, Patient Access and other Apps are more generic and may not offer the most local suggestions.
- TMP and the PPG try to provide information accessible in a range of formats but we recognize that those without a smartphone or computer access find it harder to find the information. Hard copies are available in surgeries and a buddy system operates whereby a patient may nominate a family member or friend to receive messages on their behalf.

#### **Practice update**

- Dr Bhanot thanked the Committee for their hard work and provided information on future plans. Some of these will be shared at the meeting on August 3<sup>rd</sup> and others as the plans develop.
- It is hoped that the funding will be allocated soon by the CCG for a new telephone system which will, amongst other improvements, tell callers where they are in the queue.
- The building work is almost complete and provides additional consulting and admin rooms along with a more appropriate reception area which is already working well. Air-conditioning has been a welcome addition to the internal space.
- Patient notes are now in a secure store freeing up further space for the training side of the Practice work.
- The telephone options are changing with a trial of Reception staff picking up the general enquiries. This will provide more staff with additional skills and make the staff more flexible.
- Dr Bhanot asked the Committee to consider where they would prefer Saturday surgeries/clinics to be held - locally or in a shared hub and what they would like the message to say when the telephones or online access have to be switched off (having reached the maximum safe number) on a particular day. Responses to HM by Friday 24<sup>th</sup> June.
- The Practice has received much positive feedback recently.

The meeting finished at 20.30

**Date of next meeting Wednesday August 3<sup>rd</sup> at The Link**  
**Next Committee meeting dates - August 17<sup>th</sup> and October 12<sup>th</sup>**

H Metcalfe  
June 24<sup>th</sup> 2022

