

TADLEY MEDICAL PARTNERSHIP PAITENT PARTICIPATION GROUP
Minutes of a meeting held on Wednesday 7th December 2022 in the Conference Room of TMP

Present: Claire Chambers (Chair) Mary Cawley, Alan Chambers, Jean Chapman, Keith Chapman, Sheila Gunnell, Linda Mead, Priyanka Patel (part), Gill Tomlins, Val Turnbull, Kate Wright, Graham Wright, Elizabeth Chapman (TMP), Gillian Herbert (TMP), Heidi Williams (TMP), Dr Annie Hogan (via Zoom)

Apologies: Lynda Eastment, Hazel Forde, Tony Wickes

Item	Description	Action
	The meeting was advised that John Norrish had decided that the Committee did not meet his needs and he was resigning with immediate effect. GW to contact the first person on the list of those interested in joining the committee.	GW
Minutes of 12 th October 2022 meeting	The minutes were agreed to be a true and accurate record.	
Saturday opening progress	Multiple clinics now being run on Saturday in the practice, including flu, diabetes, baby immunisations and smear tests. The remit is being met. Some evening surgeries are conducted mainly by phone, with the patient being called to attend if deemed necessary.	
ICB CCG	Last meeting cancelled so nothing to report The engagement strategy to be sent to the committee when available. Collation of the practice presentations given by the ICB CCGs has not been completed, will be circulated when available.	JC JC
PPG composition	Currently have about 90 people signed up as PPG members arising from the recruitment from the July open meeting with more signing up following an email from Heidi to people attending the July meeting.	
Social media	Facebook page is up and running, response seems positive. Some issues with Google reviews causing problems for Heidi, Priyanka to work with Heidi to resolve these. Some general negative comments noted on social media, particularly Next Door.	PP/HW
Terms of reference	Change to ToR proposed to reflect access to the PPG email list and also to safeguard the list on resignation of officers. Change was accepted, revised ToR to be circulated.	GW
PIG/Communications	Dr Chander likes the document produced to date and agrees that the combination of the practice and PPG work gives a good result. Plan is to have a meeting early 2023 to finalise the document, hope to be done by next committee meeting. Format of hard copy version needs to be finalised	AC
Contact with PPG	Noted that we need an identity for the PPG and to keep it on message. First newsletter has been sent from Committee to PPG, no response other than one comment regarding an incorrect email address.	
Contact with Hurst College	Lynda has been trying to contact the Hurst with no success, seems they are very busy. Will continue trying.	LE

Contact with other groups	<p>Possibility of reaching out to Scout groups, Guide groups, Air Cadets to get input on needs of younger people.</p> <p>Keith will continue trying to reach a contact at Queen Mary's College. (QMC)</p> <p>May be possible to use the Facebook page to target parents to get elder children interested.</p>	<p>SG/CC</p> <p>KC</p> <p>HW</p>
Hampshire Integrated care plan	No change, to be dropped from the agenda until anything of note occurs	
Patient leadership program	No change, to be dropped from the agenda until anything of note occurs	
Wellbeing Forum	<p>May be possible to connect with younger people through this forum.</p> <p>Wellbeing Forum is still active, lot of work for Xmas support and supporting Ukrainian refugees in the area.</p>	
Patient queries	<ul style="list-style-type: none"> • The PPG email address has been quiet since the last meeting, no issues raised. • A patient raised a concern about the disconnect between primary and secondary care after discharge from hospital. Investigation by the practice showed there has been an error made, steps have been put in place to prevent future occurrences. Practice discussed this with the patient and they were satisfied with the outcome. • Possibility of being able to see requested blood tests on line prior to the test being done was raised. This is not technically possible at present with the software. • Issues with dispensary availability – have staffing issues with 2 having long term illness and also some short term illness. Heidi trying to keep the Facebook page updated when there are issues. • Issue with patient not being allowed to book appointment in person – more detail needed to be able to investigate. • Patient having issues due to shortage of medication and not being given doctor access for a possible medication change – more detail needed to be able to investigate. 	<p>GW</p> <p>MC</p>
Reception area upgrade Holmwood & practice matters	<p>Good progress continuing in Holmwood reception area, nearly finished now.</p> <p>Clinics not generally run on Mondays now due to the number of appointments needed requiring full attention of all staff.</p> <p>Update from Dr Bhanot on the number of appointments for Monday 5th December which was considered a typical day. In total 547 appointments held during the day, details of the numbers provided and Heidi to send the details to the committee members for review.</p> <p>Plan to prepare a news items which can be sent to the PIG showing these numbers and showing how well the practice is handling the very high demand.</p> <p>Also discussion of how to disseminate the information more widely, considering local magazines, look at possibility of Linked In and Tadley town council</p> <p>Possibility to prepare a poster for reception also showing the data was discussed. Practice were supportive of the idea.</p>	<p>AC</p> <p>HW</p>

	<p>The current Strep A infection is adding considerable to the practice workload.</p> <p>Noted that the practice have been given a 2% increase in budget by the NHS despite the high levels of inflation and staff salary increases.</p> <p>Dr Bhanot commented that there is no regard taken to any expansion in patient numbers when the allocation is determined, the building work around the practice catchment suggests there will be a significant increase in patient numbers in the near future. The half day training sessions seem to be working well for the staff and will be continued into the future. There are always medical staff available for emergencies during these training closures. Many drugs are in short supply, and some more expensive drugs are no longer stocked by pharmacies. Some medication substitutions have had to be made due to supply issues. Noted that Lloyds Pharmacy is closing in the near future and the only local pharmacies will be the McParland outlets in Holmwood and Morland.</p> <p>A new nurse practitioner is joining the team shortly.</p>	
Next meeting	The next meeting is Wednesday 15 February 2023 at Holmwood. Following meeting tentatively set for 12 April 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