

TADLEY MEDICAL PARTNERSHIP PATIENT PARTICIPATION GROUP
 Minutes of meeting held on Wednesday 15 February 2023, Conference Room of TMP

Present : Claire Chambers (CC) (Chair), Graham Wright (GW) (Vice Chair), Heidi Williams (HW)(TMP)
 Karen Simmons (KS)(TMP), Mary Cawley, (MC) Alan Chambers (AC), Elizabeth Chapman (EC) (TMP),
 Jean Chapman (JC), Keith Chapman (KC), Lynda Eastment (LE) Sheila Gunnell, (SG) Gill Tomlins (GT),
 Val Turnbull, (VT) Kate Wright, (KW) Mary McRae (MM)

Apologies : Dr Annie Hogan, (AH) Gillian Herbert (GH), Hazel Forde (HF), Lynda Mead (LM), Pat Dyson (PD) Priyanka Patel(PP)

| | Description | Action |
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| Committee | Committee took a moment to reflect on Tony Wicks' contributions to the group Introduction of Mary McRae to the PPG Committee | |
| Minutes of meeting held 7 December 22 | Agreed as accurate | |
| Guest speaker | Fiona Bhandari, Clinical Pharmacist within the Practice is taking on the role of Prescriber Pharmacist She deals with hospital letters, discharges and clinics, and advises patients on their medication. A few appointments are able to be booked to discuss patient medications. A colleague is also training for same role. Fiona explained that this role will assist across the wider Watership Down group. The impact of the closure of Lloyds Pharmacy within Sainsburys was discussed as well as the profitability as a whole in regard to the supply of medicines. | |
| Committee matters | KW gave an update on the group merger of Communication group and Patient Information group but hoped to get more ahead of the Open Meeting. She also wanted to have Tony Wicks acknowledged for his contributions to these meetings. A discussion was held over contact with other groups, particularly younger people and less IT confident people. CC advised of contact she had received from the new Deputy Head at The Hurst also from Burnham Cope school so this will help in upcoming meetings on how this group develops. LE/CC/ KW/SG CC gave an update on the Wellbeing Forum, there is a very good cross-section of participants. | |
| Patient queries | GW spoke about the questions from PPG email regarding the closure of Lloyds Pharmacy and he will develop a standard response to use the McParland email address for feedback. There is an IT issue in making appts on-line/getting a call back. | |

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| | There seems confusion over Dispensary opening times and it was agreed that there could be further social media/text communication to patients. | |
| Practice matters | HW spoke about the system overload, compounded by the pandemic situation New telephone system due to be tested/go live on February 28th, hopefully seamlessly. Saturday appointments should be possible soon. The revamp of the reception area is progressing well. | |
| Next meetings | Wednesday 12 April 2023 at Holmwood Surgery 6.30pm Wednesday 31 st May 6.30pm both at Holmwood Surgery | |