

TADLEY MEDICAL PARTNERSHIP PAITENT PARTICIPATION GROUP
Minutes of a meeting held on Wednesday 12th April 2023 in the Conference Room of TMP

Present: Claire Chambers (Chair) Alan Chambers, Jean Chapman, Keith Chapman, Pat Dixon, Hazel Forde, Gill Tomlins, Val Turnbull, Graham Wright, Elizabeth Chapman (TMP), Karen Simmons (TMP), Dr Annie Hogan (via Zoom)

Apologies: Lynda Eastment, Mary Cawley, Sheila Gunnell, Priyanka Patel, Linda Mead, Heidi Williams, Kate Wright, Gillian Herbert

Item	Description	Action
Minutes	The minutes of meeting for 15 February 2023 were agreed to be a true and accurate record.	
Reception revamp	Glass screens now in place, only work to do is the finishing of the reception desk, planned for Saturday 15 th April.	
GP contract and access to clinicians	<ul style="list-style-type: none"> • Ran trial last week of having all callers needing a callback put on the callback list. Had over 300 on list, not sustainable to do this and have reverted to the previous system • Demand for services remains very high, had 528 appointments completed on 11 April with 11 clinicians. The appointments include non doctor and advanced nurse practitioner appointments. At one point had 234 calls in 30 minutes, one operator handled 102 calls in 3 hours. • BMA guidelines are for a maximum of 28 appointments/clinician/day. Currently running at about 38 appointments/clinician/day so clear that practice is doing all that is possible to meet demand. • Callback list is getting to capacity by about 10.30am most days, practice is trying to send text message to those who will not get a callback to advise them of this. • Prioritisation is being done when list gets filled to ensure the most urgent cases are handled. One doctor monitoring for true emergencies, have colour code system in place with triage to assist in sorting. • Under current workload, bookable appointments are not possible and no indication of when this will be possible. • Have a coordinator for blood pressure tests to ensure this is well monitored as many patients have blood pressure issues. • In some cases, blood tests may be put on the system by admin staff without needing to go through a GP. The IT systems will not handle the option for repeat blood tests being similar to repeat prescription requests. • F2F appointments – one possible reason for the practice having a relatively low number of F2F appointments is that the triage system is working very well and clinical needs are being met with phone/video appointments. Practice believe that all patients who genuinely need a F2F appointment are given one. 	
Text message re GP shortage in Feb.	<ul style="list-style-type: none"> • The message was intended for all patients, not known why some did not receive it. • The text message system has been changed and it is now possible to see who has received a text message and who has not. 	

	<ul style="list-style-type: none"> It would be very helpful in future if the Committee were advised of such messages in future when they were sent out and some background into the reasons for the message so any questions from patients via the PPG email address can be handled more effectively. 	KS/HW
ICB matters	Report from JC & MC attached to these minutes.	
Open meeting 12 July	<ul style="list-style-type: none"> Venue confirmed Audio arrangements confirmed Need to check whether to have Power Point slides, and if so to arrange projector & screen Committee meeting of 31 May will be focused on final arrangements for the meeting Invitations to be sent out by the practice after 31 May meeting 	KS/HW
Communications & Patient Information	Leaflet has been waiting for approval for 3 months now, KS to follow up why it has not been finalised.	KS
Contact with other groups	<ul style="list-style-type: none"> Communications, Wellbeing forum and Hurst contact are now effectively linked together. Good contact with Sarah Coneley at Hurst, she is very enthusiastic about the proposed work with the school. Hurst have a school council and mental health ambassador group in place currently. Meeting planned at Hurst for 20 June to meet both above groups, CC, KW and Hazel Metcalfe to attend for the PPG. Will be discussing where support comes from for the pupils and where the resources are. Mutual sharing of resources between Hurst and practice may be beneficial. Possibility to follow through with pupils leaving school this year to form focus group or even join committee. CC, KW and Hazel Metcalfe plan to be present at a parent teacher evening on 11 July to connect with the parents of the children PPG getting good publicity from schools and also Tadley town council. This is to encourage communication from a wider range of the practice patient population. Churches Together Around Tadley (CTAT) having event on 7 May 12-4pm on Tadley Green to mark coronation. Nominations are invited for those unable to attend to receive a cream tea at home. Compassion Project videos – CC noted that this approach has been shown to help in community connection and reducing social isolation which in turn reduces pressure on medical practices. This would be a huge initiative to develop in Tadley but the Wellbeing Forum will look into this. 	CC/KW CC CC/KW All
Dispensary & pharmacy issues	<ul style="list-style-type: none"> GW noted that in 11 calls made to dispensary, none were actually answered. Practice advised that there are staff shortages and they are looking into alternate systems to provide better service. There is a similar issue with contacting the secretaries which is being similarly addressed. McParland pharmacy in Holmwood continues to be a major issue with a large number of customer complaints regarding waiting times, inability to find prescriptions and medication not being available. There is a perception among patients that 	

	the practice also have some control over the pharmacy which is not the case so this is an unfortunate situation.	
Other matters	KC is meeting with the Basingstoke MP at the end of April to discuss whether medical practices can access funding to increase services when a development plan increases the number of patients the practice needs to cater for.	
Next meeting	The next meeting is Wednesday 31 st May 2023 6.30pm at Holmwood. The annual patient meeting is at The Link on 12 th July 2023 at 6.30pm. Following meeting tentatively set for 6 th September 2023.	

Appendix 1– Report from JC/MC on ICB meetings
Report for Tadley PPG meeting 12th April 2023

The Integrated Care Board (formerly CCG) is taking time to reorganise and there is a lack of communication between groups. Our PPG came under the heading of North Hampshire CCG. North Hampshire has now joined mid and south and IoW to become Hampshire and Isle of Wight ICB. This will, in the future, affect our North Hampshire Group but at the moment we will still be meeting once a month and have chosen to meet via Zoom.

It was felt that the ICB is asking for too much commitment from PPG representatives but it is necessary to feed information from the patients' point of view. We get asked to forward surveys to our PPGs but are not given enough time for some of them to be forwarded and a considered reply returned. ICB needs to be as local as possible. This is work in progress.

Does each medical practice have to have a PPG? Preferably but it is a requirement to engage with the patients in some form e.g., website etc.

Future of the PPG/ICB group:

Purpose of group. Terms of reference. Membership/numbers. Frequency of meetings.

A small representative group have met and produced a Terms of Reference document which has been distributed for our comments. This will be presented for adoption at our meeting on 26th April.

Over the past few years, we have gone 'off piste' with regard to length of time the chair stands, minute taking etc but are working towards returning to more structured meetings. An action tracker has been re-introduced which shows the progress, or lack of, agenda items.

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One comment: Does our Chief Executive appreciate our existence? Who know?!

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