

TADLEY MEDICAL PARTNERSHIP PATIENT PARTICIPATION GROUP
Minutes of a meeting held on Wednesday 10th April 2024 in the Conference Room of TMP

Present: Claire Chambers (Chair), Mary Cawley, Alan Chambers, Sheila Gunnell, Linda Mead, Gill Tomlins, Val Turnbull, Graham Wright, Dr A Hogan (TMP), Heidi Williams (TMP), Karen Simmons (TMP), Vajira Mendis (TMP)

Apologies: Keith Chapman, Priyanka Patel, Kate Wright, Elizabeth Chapman,

Item	Description	Action
Minutes	The minutes of meeting for 7 February 2024 were agreed to be a true and accurate record.	
Matters arising	Nil	
Practice Matters	<ul style="list-style-type: none"> • Considerable discussion on the draft Patient Journey chart and the appointments system. Arising from the discussion, key points were that for urgent appointments with same day callback the patient should phone the surgery and a receptionist will complete the online request form. For non urgent appointments the patient should complete the online form. The on line forms are triaged by a clinician very quickly after receipt and prioritised depending on clinical need. Every attempt is made to have the urgent calls responded to same day, for non urgent matters the time for call back may be up to 10 working days. • Receptionists can override the closure of the on line system and so urgent requests can be input by receptionists at any time of the day following a patient call. The direct access for patients is closed off when the limit of capacity is reached, this usually happens before 10am. • There was concern from the committee that there is no acknowledgement of receipt of the on line form and patients may be worried if they are left for up to 10 days not knowing whether they will be contacted or when. Seems to be an IT issue and not readily resolved. • Capacity of the practice varies daily depending on the availability of clinicians. • Patients need to understand that seeing a clinician is not their decision, the triage team will determine which clinician is best suited for the issue and the timing of the response back to the patient. • Where follow up appointments are needed, the clinician is able to book an appointment at the end of the consultation, so the patient has the follow up details rather than having to book again through reception or on line. • If any patient does not have a mobile phone or is not confident in completing the on line form, they should phone reception and they will get the assistance they need. • The option to have a call back from reception when the phones are busy works well and use of it by patients should be encouraged as it saves them having to wait on the phone until a receptionist is available. 	

	<ul style="list-style-type: none"> • Most practices have some means of limiting the number of patient contacts per day. As an example, Watership Down cut all patient contact from 11am and reopen it at 2pm. • Blood tests – there is an issue with booking blood tests on a monthly basis. Currently have 2 blood tests clinics per week, practice will look at extending the appointment booking range. • The practice believe they are able to cope with the potential influx of new patients moving into the catchment and into the multiple new housing developments. Having more patients brings more funding for the practice which enables further clinicians to be employed. 	HW
ICB matters	No ICB PPG meeting since the last TMP PPG meeting so nothing to report, next meeting 1 st May	
Communications & Patient Information	Nothing to report	
Contact with other groups	<ul style="list-style-type: none"> • Hurst College <ul style="list-style-type: none"> ○ Claire & Hazel have visited the Hurst again, the students appreciate the contact with a non educational interest group. They believe there is considerable unfairness in “the system”. ○ Planning to move exam stress discussion to Year 9. ○ Some issues with vaping, drugs and bullying on buses mentioned. ○ The students like to be listened to and see benefits in the visits from PPG as being valuable. Follow through being done. • Compassionate Tadley <ul style="list-style-type: none"> ○ Lions club are offering appointments for prostate cancer screening. The practice was unaware of this but would be involved in any follow up where an issue was indicated. 	CC
Patient issues	<ul style="list-style-type: none"> • No email correspondence at the PPG email since last meeting. • Several posts on social media shown, these are very difficult to consider as there is no data as to dates, times or circumstances of the issue. Patients seem very reluctant to report issues with reception and other staff but without data on issues they cannot be reviewed and corrective action is not possible. 	
PCN Meeting	<p>CC, GW and Abigail Compton-Burnett (chair of Watership Down PPG) met with the PCN manager (Elizabeth Allison) and the Digital & Transformation Led (Ben Sinclair) to try to get a better understanding of how the PCN fits into the overall patient care picture.</p> <ul style="list-style-type: none"> • All initiatives come from top downwards, no scope for initiatives to go from primary care upwards. • The staff of the PCN has increased from 3 people to 20 in a very short time. Most staff are non clinicians. • Practice does get benefit from the PCN team, a lot of the data and coordination work required is done at PCN level which frees the practice to focus on patient care. • Some targets which the practice is required to achieve have been done through work done by the PCN team. 	

	<ul style="list-style-type: none"> The practice sees the PCN as having a positive effect on patient outcome. 	
Vaccinations	<ul style="list-style-type: none"> Shingles – criteria to qualify for shingles vaccination are quite complex. The vaccination is now a 2 injection process, not a single injection. Eligible patients can make an appointment for the vaccination. Covid – vaccine will be available shortly. Plan to vaccinate in care homes first, then have clinics in the practice. Mainly for over 75's. Last year uptake was not high so practice not expecting big demand this year. Text will be sent to eligible patients at the appropriate time. 	
Nomination of Officers	Need to confirm the officers by the annual patient meeting. If any committee member is interested in standing for Chair, Vice Chair or Secretary they should get a seconder and forward their interest to Heidi. Heidi will then advise if a vote is required to confirm the officers.	
Annual Meeting	Heidi to check availability of practice staff to attend the meeting, date will be set based on that.	HW
Other Matters	Sheila Gunnell advised that this will be her last PPG Committee meeting as she is standing down. The Chair thanked Sheila for her contributions during her time on the Committee.	
Next meeting	The next meeting is in the conference room at TMP at 6.30pm on 22 nd May 2024. Primary discussion will be the annual meeting planning.	

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

PCN – Primary Care Network

PPG – Patient Participation Group

TMP – Tadley Medical Partnership

ToR – Terms of Reference