

**TADLEY MEDICAL PARTNERSHIP PATIENT PARTICIPATION GROUP**  
**Minutes of a meeting held on Wednesday 14<sup>th</sup> August 2024 in the Conference Room of TMP**

Present: Claire Chambers (Chair), Alan Chambers, Mary Cawley, Keith Chapman, Linda Mead, Gill Tomlins, Val Turnbull, Kate Wright, Graham Wright, Dr D Newman (TMP)(part), Vajira Mendis (TMP), Elizabeth Chapman (TMP), New members David Sarsfield, Shirley Vassie, Betty Winmill

Apologies: Priyanka Patel, Karen Simmons

Item	Description	Action
New members	The Chair welcomed the 3 new members noted above to the committee. All have signed the necessary confidentiality agreement and been provided with the latest Terms of Reference	
Minutes	The minutes of meeting for 22 <sup>nd</sup> May 2024 were agreed to be a true and accurate record.	
Matters arising	No outstanding actions	
Practice Matters	<ul style="list-style-type: none"> <li>The new appointment system is a work in progress but generally working well. Now working backwards from the available resource on a given day to determine the number of appointments available. All patient contacts are being triaged rapidly to determine appropriate treatment path. Still some issues with system availability, but patient satisfaction appears to be improving. Practice is actively encouraging feedback on the system.</li> <li>Have recruited a number of new younger doctors and they are taking a lot of the routine appointments to free up partner time. The current work and appointment system is popular with the younger doctors. Most salaried doctors do minimal administration work other than their own which places a high administrative burden on the partners.</li> <li>The PCN are actively building up a mental health care system which is proving beneficial to the practice in terms of appointment availability.</li> <li>Using the 111 service can help the practice, whilst some calls to 111 are referred back to the practice for action most calls to 111 are handled within that system rather than having to involve the practice. There is some concern that some patients may use the 111 service to get quicker appointment with the practice but so far not an issue.</li> <li>Now have 4 pharmacists split between TMP and Watership Down, these are under PCN control. Have enabled significant improvements in patient experience, especially on hospital discharge.</li> <li>Concern expressed at getting dispensary to ensure that notes added to prescription requests are read and passed to the relevant doctor. Particular issue noted when requested 2 months issue of medication when required for holiday, the message asking for the extra medication is not always acted upon which causes patient stress. Ordering a second prescription within a short time is often refused. Practice to look into the issue.</li> </ul>	DN/VM

	<ul style="list-style-type: none"> <li>Recent blanket message sent to all patients may have caused some issues for patient not affected by the message contents calling the practice unnecessarily to ask what was happening. Has been a learning experience for the practice.</li> <li>Discussion on the new 4 Pillar system to be postponed until next meeting when Dr Chander should be available to discuss.</li> <li>Industrial action for general practices announced by the BMA should not affect patients directly. There are 10 possible actions which practices can take which does include limiting appointment availability. TMP will not be limiting availability, action taken will be on the administrative options which may have some effect on secondary care (hospitals) which is expected to be a medium term effect. There is strong support for the industrial action by practices, 90% of practices polled and 70% agreed action is needed due to the financial state of practices today. In Hampshire 6 or 7 practices have closed due to financial issues. The funding issue is serious, the very low level of funding increases over recent years mean that many practices are unable to afford sufficient staff to operate effectively. The action does not affect salaried staff, only the partners.</li> <li>Statistics on smoking and vaping to be postponed to September meeting.</li> </ul>	
ICB matters	<ul style="list-style-type: none"> <li>Written comments on the last ICB PPG meeting circulated, copy attached to the minutes.</li> <li>Second meeting between the ICB PPG and the ICB has been arranged.</li> </ul>	
Open meeting feedback	<ul style="list-style-type: none"> <li>Generally accepted by attendees that the meeting was useful and some helpful information came from it.</li> <li>Helped people understand how various systems worked and the link between systems.</li> <li>Need to get information across to a wider audience, suggestions included: <ul style="list-style-type: none"> <li>Tadley lunch club</li> <li>Tadley Eye, Tadley Roundabout</li> <li>Library</li> <li>Village magazines</li> <li>Pop up stand in the practice</li> </ul> </li> <li>Agreed that getting information out in smaller soundbites rather than long newsletters might be more appropriate.</li> <li>Agreed to set up sub group to look at options for improving communication to patients. Those interested to join the group were: CC, LM, SV, GT, KW, DS, BW, VT, AC</li> </ul>	CC
Communications & Patient Information	<ul style="list-style-type: none"> <li>Concerns remain about people unable to access the digital services of the NHS, this is recognised even at ICB level. Citizens Advice in Tadley and Basingstoke can assist people to understand how to use their device to access services and can allow patients to use CA facilities where necessary.</li> <li>Discussed possibility to involve students at the Hurst to assist with helping people to become more IT literate, initiative to be discussed with the Hurst.</li> </ul>	CC/KW

	<ul style="list-style-type: none"> <li>Possible meeting with Ben (PCN IT manager) and Priyanka to see how IT forms of communication could be better exploited.</li> </ul>	CC
Contact with other groups	<ul style="list-style-type: none"> <li>Hurst College <ul style="list-style-type: none"> <li>No contact due to vacations, last contact Hurst people indicated they wish the contact to continue. Need to let the new school year get settled in before further contact.</li> </ul> </li> <li>Compassionate Tadley <ul style="list-style-type: none"> <li>Attendance at meetings ongoing. Food poverty has been an issue during school holidays as school meals not available.</li> </ul> </li> </ul>	
Patient issues	<ul style="list-style-type: none"> <li>Covid vaccination program – RSV vaccination program will come first for 75 to 79 year olds. Covid vaccination cannot be given too soon after the RSV vaccination. Practice will contact eligible patients to arrange an appointment. RSV vaccinations likely September, Covid in October and likely to do flu vaccination at the same time. Covid vaccination will be available for over 65 year olds, front line health care workers, care home workers.</li> <li>Phone issue noted on NextDoor largely resolved in the online discussion. Key issue is that the patient phoned at 8.08am and the phone lines do not open until 8.30am.</li> </ul>	
Other Matters	<ul style="list-style-type: none"> <li>Queen Mary Foundation for educational assistance has funding available for specific requests but have not many takers. Need to get more publicity for this charity.</li> <li>Blood pressure monitors – Linda noted Age UK is considering obtaining some for use by members but need assurance from practice that this is a good idea. Include in next agenda.</li> <li>Noted that not all opticians are able to prescribe medication, Leightons in Tadley cannot but can from Basingstoke. Optimum Vision in Tadley will shortly be able to prescribe.</li> </ul>	KC  LM/GW
Next meeting	<p>The next meeting is in the conference room at TMP at 6.30pm on Wednesday 25<sup>th</sup> September 2024. <b>Please arrive at 6pm so a group photo can be taken and please wear bright colours</b></p> <p>Further meeting planned for Wednesday 27<sup>th</sup> November 2024</p>	

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