

**TADLEY MEDICAL PARTNERSHIP PATIENT PARTICIPATION GROUP**  
**Minutes of a meeting held on Wednesday 12<sup>th</sup> March 2025 in the Conference Room of TMP**

Present: Claire Chambers (Chair), Alan Chambers, Mary Cawley, Keith Chapman, Linda Mead, David Sarsfield, Gill Tomlins, Val Turnbull, Betty Winmill, Kate Wright, Graham Wright, Karen Simmons (TMP) Vajira Mendis (TMP)

Apologies: Priyanka Patel, Shirly Vassie, Elizabeth Chapman

Item	Description	Action
Minutes	The minutes of meeting for 15 <sup>th</sup> January 2025 were agreed to be a true and accurate record.	
Matters arising	Meeting times – it was agreed that the next meeting (14 <sup>th</sup> May) would start at 5.30pm rather than at 6pm. Confirmed that the annual open meeting would be 2 <sup>nd</sup> July	
Practice Matters	<ul style="list-style-type: none"> <li>Appointment system continues to operate well. The number of requests is decreasing from the peak of winter and appointments are available for all those requiring them. Still some fine tuning going on to refine system further. Now also possible to select the clinician to be seen using the system for non urgent appointments following triage. Provides better continuity of care. Text is sent to patient which gives link to the appointments page where the booking can be made. For those without internet access it can be done by phone.</li> <li>Arriving at the surgery to request an appointment will result in the receptionist entering the details into the triage system, same situation applies when phoning in. These approaches are not quicker than booking on line, when the system is cut off for clinical appointments it is also cut off for receptionists. The appointments system works with the practice website and also the NHS app.</li> <li>Administration requests made on line are open from 8.00am to 6.30pm. Medical requests start at 8.00am and are cut off when the maximum number of requests which can be attended to safely has been reached.</li> </ul>	
ICB matters	<ul style="list-style-type: none"> <li>ICB meeting which was scheduled for 18<sup>th</sup> March was changed at last minute to 12<sup>th</sup> March so not attended.</li> <li>NHPPG group looking at best practice for PPGs and how to provide best value for their respective practices.</li> <li>NHPPG group meeting next meeting 23<sup>rd</sup> April.</li> </ul>	
Contact with other groups	<ul style="list-style-type: none"> <li>Hurst College <ul style="list-style-type: none"> <li>CC planning a visit in near future with vaping posters, also looking to encourage drug and alcohol abuse service input in the school.</li> <li>School and pupils say they get benefit from the ongoing contact with the PPG.</li> </ul> </li> <li>Compassionate Tadley/Wellbeing Forum <ul style="list-style-type: none"> <li>Have “Chatty Bench” in library where people can sit and someone will join them for a chat, seems to be getting some use.</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li>○ Schools initiative, greening and other initiatives ongoing.</li> </ul>										
Age Concern	<ul style="list-style-type: none"> <li>• Representative from the practice is visiting the Lunch Club on Tuesday for a Q&amp;A session with the members. Last time this was done it was very successful in reducing unnecessary appointments, looking for similar outcome this time.</li> <li>• Age Concern in Tadley received a £10,000 award from Postcode lottery. Will be used in 3 tranches to provide outings for Age Concern members and appropriate carers. First tranche will be for a day trip to Bournemouth by coach.</li> </ul>										
Committee matters	<ul style="list-style-type: none"> <li>• Most pharmacists cannot do medication reviews, these must be done by a doctor. Medication is on each patient's medical record and most pharmacists do not have access to medical records. Prescribing pharmacist is the exception to this</li> <li>• Help with the NHS app is being provided in the practice by the PCN IT team. They are coming to the practice quite regularly and engaging with patients in the waiting area.</li> <li>• The NHS app is the practice's preferred method for contact. Other apps such as Patient Access will work but the NHS app has better functionality and should be used where possible.</li> <li>• Help sessions for the NHS app can be arranged to be held in the practice meeting room when it is available. Groups of up to 10 can be catered for and the session is tailored to the group needs and so needs to be arranged well in advance. These are training sessions, not medical sessions.</li> <li>• Reviewed the Did Not Attend data for November 2024 provided from the NHPPG. Practice would like to know the source of the data, GW to check and advise. Data shows a 92% attendance at appointments which is better than many other North Hampshire practices achieve. Interesting to note that in November there were 11,567 appointments provided which is extremely high. However flu/Covid vaccinations and nurse appointments were represented highly in this month's data provided by the Practice. A view was that patients had received vaccines elsewhere and regular appointments with nurses were not possible sometimes for acceptable reasons. However, an important message is that patients need to cancel appointments that they do not need with at least 3 hours notice. Appointments can then be reallocated to another patient Did Not Attend data a good point for the annual open meeting. Practice data for DNA for doctor appointments was 0.6% for January 2025 and 0.5% for February.</li> <li>• Friends &amp; Family test title can be confusing for patients but it is a contracted name and cannot be changed. Data from this goes back to practice quickly for review so it would be good if more patients gave feedback in this way.</li> <li>• Practice presented data for Family &amp; Friends test for November 2024 to February 2025 inclusive. These showed patient feedback as: <table border="1"> <thead> <tr> <th>Month</th><th>Very good %</th><th>Good %</th></tr> </thead> <tbody> <tr> <td>November 2024</td><td>74</td><td>20</td></tr> <tr> <td>December 2024</td><td>66</td><td>25</td></tr> </tbody> </table> </li> </ul>	Month	Very good %	Good %	November 2024	74	20	December 2024	66	25	<p>GW</p> <p>GW</p>
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Patient issues	<ul style="list-style-type: none"> <li>Only correspondence received was a message from a patient expressing great satisfaction with the service and treatment recently received.</li> </ul>							
Open meeting	<ul style="list-style-type: none"> <li>Open meeting will be 2<sup>nd</sup> July 2025 at the Link in Tadley.</li> <li>Have access to the hall from 5pm, need as many helpers as possible to arrange for the seating to be laid out for the 6.30pm start.</li> <li>CPR demonstration – agreed that this would not be an appropriate inclusion in the meeting, but that CC would include item in her presentation to encourage people to take a CPR course and also to mention defibrillators. Check online for free CPR courses.</li> <li>Continue to promote the NHS app at the meeting</li> <li>Include statistics on DNA in CC presentation</li> <li>Lions Xmas parade – appeal for volunteers</li> <li>NHS funding – practice to present</li> <li>New GP contract – practice to present if information available</li> <li>Invitation letter to be sent out, GW to arrange. Send out giving about the same time to respond as for last year. Responses in by 18<sup>th</sup> June, start waiting list after 140 acceptances</li> <li>GW to send to PPG members, VM to send to all patients who have provided email addresses</li> <li>Need to note on invitation that anyone parking in the Link carpark or the car park across the toad needs to register the vehicle at the Link door or face a possible fine.</li> </ul>	CC  CC CC CC DN DN  GW  GW/VM  GW						
Next meeting	<p>The next meeting is in the conference room at TMP at 5.30pm on Wednesday 14<sup>th</sup> May 2025.</p> <p>Following meeting will be the Open Meeting on 2<sup>nd</sup> July at 6.30pm at the Link.</p>							

CCG – Clinical Commissioning Group

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/>

NHPPG – North Hampshire PPG committees group

NHS – National Health Service

PIG – Patient Information Group

PCN – Primary Care Network

PPG – Patient Participation Group  
TMP – Tadley Medical Partnership  
ToR – Terms of Reference  
WHO – World Health Organisation