

TADLEY MEDICAL PARTNERSHIP PATIENT PARTICIPATION GROUP
Minutes of a meeting held on Wednesday 10th December 2025 in the Conference Room of TMP

Present: Claire Chambers (Chair), Alan Chambers, Mary Cawley, Linda Mead, Gill Tomlins, David Sarson, Val Turnbull, Betty Winmill, Graham Wright
 Karen Simmons (TMP), Vajira Mendis (TMP), Dr D Newman (TMP)

Apologies: Keith Chapman, Priyanka Patel, Shirly Vassie, Elizabeth Chapman

Item	Description	Action
Minutes	The minutes of meeting for 10 th September 2025 were agreed to be a true and accurate record.	
Matters arising	<ul style="list-style-type: none"> Open meeting 2026 to be on Wednesday 27th May at Link. 	
Practice Matters	<ul style="list-style-type: none"> Appointment system <ul style="list-style-type: none"> Seems to be working well still. New opening hours (8am to 6.30pm) are now in place and the practice is managing with the increased available hours. There is no cap on the numbers of appointments which is an issue on busier days. Need to respond to request within 24 hours, so requests coming in towards the end of the day may only be answered the following day depending on the results of triage. Senior practitioners are doing the triage work, and their experience enables quick decisions on the appropriate path to be taken and referral to the best suited clinician is done rapidly. Additional clinicians have been employed which is helping to cope with the workload. LanguageLine is used quite often by the practice to ensure all patients are clearly understood. Question regarding the need for sign language also, KW to provide link to appropriate resource for the practice. Vaccination programme <ul style="list-style-type: none"> Program is continuing, more than 4,000 patients vaccinated to date. Scheduling has been difficult due to the large numbers of patients involved and with the practice staff workload so high that running major clinics has not been feasible. Staff illness issues have also caused problems. Most vaccinations are done in batches during the workday. Some issues with patients arriving too early for their vaccination appointment, this has led to some bottlenecks and also to excessive queuing. Some patients have had issues with queuing and having difficulty standing, this will be addressed for next year. IT glitch also gave issues during some clinics, although the practice worked around these issues very competently. The issue was national, not local or TMP only. 	KW

	<ul style="list-style-type: none"> • Morland surgery will be closed 24th December to 5th January to enable staff leave to be taken. • Issues with flooding at the zebra crossing at Holmwood surgery – practice will ask their maintenance company to look into this and seek a permanent fix. • Damaged footpath at Morland surgery – work to repair this started on 9th December. 	
NH PPG & ICB matters	<ul style="list-style-type: none"> • Notes from the 5th November meeting of NH PPG distributed and attached to these minutes as appendix. • Notes from 13th November meeting of HIOW PPG meeting attached to these minutes as appendix • ICB PPG meeting on 5th December <ul style="list-style-type: none"> ○ Cyber issues discussed at meeting, practice have plan to manage these and have regular updates from the ICB on available tools. ○ Total triage also discussed. 	
Tadley Wellbeing Forum/Compassionate Tadley	<ul style="list-style-type: none"> • Lions Xmas Santa rounds are proceeding. Still issues with numbers of volunteers but fund raising is quite a bit lower this year but still at a good level. <ul style="list-style-type: none"> ○ Collection buckets have a QR code on which enables donors who have no cash to donate electronically. ○ MC has been on several of the runs and is doing more. • Lions arranging for additional PSA screening tests, planned date 25th April 2026 and can be booked via the Lodden Valley Lions website from 1st March 2026. These add to the practice workload as any borderline results need to be reviewed by a clinician. However, this is considered to be an excellent initiative. <ul style="list-style-type: none"> ○ Practice agreed that if a publicity poster of the event is available, they will display it on the noticeboards. 	
Age Concern/U3A	<ul style="list-style-type: none"> • Age Concern <ul style="list-style-type: none"> ○ Patient specific issue in Ambrose Allen car park resulted in more general discussion about TMP involvement in medical related driving issues and non medical reported driving concerns. Driving assessments and driving appraisals for those aged 60years+ are possible ways forward as is reporting concerns to the DVLA who will decide whether further action is required. This issue will be discussed further within the practice and reported back to the PPG. ○ Next of kin – issue that some Age Concern members have out of date records of next of kin with Age Concern, and some cannot communicate their next of kin. An issue for LM as she needs to have next of kin details for when members go on outings. Dr Newman agreed that if LM can get written consent from her members to access next of kin details, the practice will provide these to her. VM will arrange for the details to be provided. 	VM/KS LM/VM
Committee matters	<ul style="list-style-type: none"> • Hurst school – planning to visit again in the spring term. 	

	<ul style="list-style-type: none"> • Citizens Advice lunch – attended by GW on behalf of the PPG, short presentation on total triage given. • Positive feedback being received on social prescribers and frailty team. • Issues with overcrowding in practice car park – survey to be done on car park usage again, probably in January. MC and VT volunteered to do the survey. • Urgent Treatment Centres – West Berkshire Minor Injuries Unit in Thatcham (8am-10pm daily) and Basingstoke Urgent Treatment Centre at Basingstoke hospital (10am-10pm daily) via NHSOnline (www.111.nhs.uk) or phoning 111 to book appointments. 	MC/VT
Practice operation	<ul style="list-style-type: none"> • The workload of the partners is now excessive since there are only 2 partners. Plan is to have both partners move their patient lists to other doctors in the practice. Patients can still see the partners on request but will need specific appointment. The new named GP for the affected patients will be one of the salaried GP's, this feeds the ethos of the practice to achieve continuity of care. Partners will have more time to mentor new clinicians, the training role of the practice is being increased which will bring in additional clinicians. Staff sickness has been a major issue this year and having the partners available to cover for staff sickness will also be a benefit. All affected patients will be contacted personally by the practice and advised of the changes. If a patient objects to their new named doctor they can request a change. Partners lists are about 3,000 patients each, so change will affect up to 6,000 patients. 	
Next meeting	25 th March 2026 at 5.30pm in the practice conference room.	

ARRS – Additional Roles Reimbursement Scheme

CCG – Clinical Commissioning Group

CEG – Community Engagement Group

CVD – cardio vascular disease

Dol – declaration of interest

HHC – Holmwood Health Centre

HIOW – Hampshire and Isle of Wight

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/>

INTs – Integrated Neighbourhood Teams

LIS/LES – Local Incentive Scheme / Local Enhanced Service

NHPPG – North Hampshire PPG committees group

NHS – National Health Service

PIG – Patient Information Group

PCN – Primary Care Network

PPG – Patient Participation Group

SLF - Support Level Framework

TMP – Tadley Medical Partnership

ToR – Terms of Reference

UTC – Urgent Treatment Centre

WHO – World Health Organisation

NOTES FROM
North Hampshire PPG Meeting
5 November 2025

- Group is trying to get Luke Murphy (MP for Basingstoke) to attend a meeting to discuss the NHS 10 year strategy. Some issues in arranging this due to the number of different constituencies the group come from. **If a meeting is arranged need to identify questions to be asked and also, if possible, to send a representative from each of the PPGs.**
- Discussion on Total Triage and the need for practices to be available online from 8am to 6.30pm. Question raised as to whether this also means that a request made at 6.30pm needs to be answered the same day and what implications this has for clinician working hours. **Request feedback from the surgeries on how this is going and are we (Tadley) responding to requests that come in close to the 6:30pm cut off?**
- One local practice has a list available to staff of the different languages which staff members are competent in to try to avoid communication difficulties with patients who do not have English as a first language. **Do we have language capabilities at Tadley and if so how many and what languages covered?**
- Digital Care Coordinator – seems not all practices are aware of this role and have not appointed a staff member for it. Need to check with TMP.
- Use of AI is increasing in many practices. Question raised as to whether there is an NHS standard for AI and how the NHS support the use of AI. Some practices using this on eConsult for triage. **Are we using AI Consult in Tadley?**
- When a patient is seeing a clinician for one condition, question raised as to whether the clinician should also investigate any other condition raised by the patient or advise them to get a new appointment to review a condition not listed in the original request. **Do we have patients asking for additional issues to be discussed at the appointment?**
- One PPG is recruiting members from 6th form school pupils planning on a medical career. Have had 3 students through the program now and it has been very successful in getting views from younger people and also helping the student with another entry on their CV.
- Flu/Covid vaccinations – most practices have been running clinics for vaccinations with PPG volunteers working in the clinic for crowd control and organisation.
- PharmaBox – being introduced to some dispensaries and enabling patients to collect medication 24/7. Seems to be very well received. **Do we know about this at Tadley and if so, are we using it?**
- Dermatology pathway – some discussion on how the operation of this varies between practices with some practices having the option to have a hospital visit and diagnosis within 2 weeks of request.
- PPG at one practice has been requested by the practice to undertake the walkaround part of the 15 Step challenge and report back to the practice on findings. **Bramley are doing this 4 times a year.**

Notes from HIOW PPG meeting 13/11/25

Household and community resilience (Alex Ricketts alex.ricketts@hantfire.gov.uk)

- Prepare, Respond, Recover
- Resources [website HIOWprepared.org.uk](http://HIOWprepared.org.uk)
 - Household and Community emergency plans
 - Community Resilience Handbook
 - Business Continuity Handbook

- Preparing for an emergency because not everyone is online so this booklet can be used instead (coming out from December 2025)
- Local Resilience Forum – Category 1 services (police, fire, ambulance, local authorities, health agencies, environmental agency) and Category 2 services (transport and utility companies)
- Responsibilities – emergency planning, risk assessment, advice to businesses, cooperation and information sharing
- National Risk Register – what can go wrong and likelihood of it happening in our area
- Hazards
 - Natural hazards – storms, heatwaves, cold weather, flooding, poor air quality, severe space weather
 - Accidents and system failures – railway incidents, dangerous goods transport, loss of fixed and mobile communications, loss of electricity or gas supplies, fire, major pollution, water disruption
 - Human health – pandemic and outbreak of emergency infectious diseases
 - Animal health and disease and plant health
 - Societal, conflict and instability – public disorder and deliberate disruption of UK space based services, industrial action
 - Terrorism
 - Cyber risks and attacks
- Household resilience – sign up for warnings and alerts, priority services register to alert people that you might need additional support, create a household emergency plan and make a grab bag
- Community resilience – awareness of household resilience, get to know your community, create a community emergency plan and share risk and preparedness information

Total Triage

Positive feedback given about the experience in Tadley Medical Practice

Primary Care Contract changes (implemented 1st Oct 2025)

- Mandatory changes overseen by the ICB
- Reducing the 8am scramble for appointments
- Consultations requests online, phone and walk ins and for admin requests
- Think before you call and use of Pharmacy First etc
- Consultations can be face to face, by phone or video link
- Awareness that there are different roles and an MDT wide approach including social prescribers, health and wellbeing coaches, frailty team
- Systems need to function for core hours 8am-6.30pm. Adhoc switching off of systems due to capping to manage demand and capacity not supported
- Trying to reduce the admin burden e.g for repeat prescriptions
- Safeguarding and patient safety crucial
- Website needs to publish core hours and different ways to contact practice and use of total triage.