

TADLEY PARTICIPATION GROUP (PPG)

Minutes of a Committee Meeting on Wednesday 26th February 2020 in the Conference Room at Holmwood Health Centre

Present Dr Annie Hogan, Gillian Herbert, Heidi Williams, Mary Cawley, Alan Chambers, Claire Chambers, Jean Chapman, Sheila Gunnell, Lynda Mead, Hazel Metcalfe, Gillian Tomlins, Valerie Turnbull, Tony Wicks, Kate Wright and Graham Wright.

1. Apologies Robin Treadwell

Presentation Given by Lynda Mead on her role with Age UK, Tadley.

Lynda has been involved with this organisation for 30 years and described the main local activity which is the weekly lunch club held at the Ambrose Allen Centre for 80 people (with 86 on the waiting list). In addition to lunch there are games, music, nail cutting and other services such as the hiring out of wheelchairs which were donated by AWE. Wheelchairs are also serviced. A minibus with a lift collects people and volunteers use their cars to ensure no-one is prevented from attending. The meal is organised by the members of the Community Church and funding comes from Tadley Town Council, the £5 per meal charge and local fund raising by volunteers. Helping Hands has been particularly supportive, and Lynda has obtained other money by writing to local organisations for sponsorship.

Age UK is a national organisation with independent local branches. Information may be found on the national website or the local one. A webmaster is being sought for the local branch so the Committee were asked for suggestions for finding one. KW suggested Roundabout might be approached for help with IT. Recently Lynda appealed for help with putting tables away and has been inundated with offers for which she is grateful. Publicity otherwise is by word of mouth, the CAB and the Tadley Town Council.

CC thanked LM for explaining the role of Age UK locally as branches differ from place to place.

2. Minutes

The minutes of the last meeting held on 19th November 2019 were declared accurate.

3. Matters Arising

- The Point has been booked for the Annual Patient Meeting on 1st July 2020. This building seats one hundred and the meeting will last from 7 to 9 pm.
- Defibrillators – HM is in contact with the Community Engagement and Training Officer for SCAS who says that the Tadley Responders are still an active organisation. She will continue to work with him regarding the maintenance of defibrillators. Action HM

- Walking for Health Dates and times are available on the Council website. HW will bring this to the notice of doctors and the Social Prescribers. Additionally, information on the walks will be added to the Practice website.

Action HW

4. Sub-Committee Reports

- Terms of Reference The latest version, circulated prior to the meeting by GW, was ratified. CC thanked the sub-group for their work. JC said that she and MC have been asked to share this document with other PPGs in the area in their role as representatives on the CCG PPG.
- The patient information leaflet CC thanked the PIG group for working so hard on this. KW said the leaflet is a work-in-progress and AC distributed draft copies for members to consider. Additional information will go on the PPG section of the website. HW has had positive feedback from the Practice – “by patients for patients”. The Committee agreed the leaflet is excellent. A final copy will be produced once the doctors have considered the draft.

Action KW

- Telephones A discussion was held and TW will meet with HW to consider points raised along with those in the comprehensive document he has produced.

Action HW and TW

5. Committee Matters

- End of Life Care HW had spoken to Dr Chander, who chairs the Integrated Care Group who meet four weekly and to the Proactive Care Nurse who said support is available from the Palliative Care Team at NHH, Community Nurses, Macmillan, Marie Curie and other organisations. The Respect Form is completed between the GP and the family (replacing the DNR form) and a personalised care plan is generated. The Palliative Care Team have offered to visit the Practice to give information to the doctors who would welcome further training in this area. A discussion was held as to the desirability of an end of life section on the Patient Leaflet concluding that one sentence stating ‘Family and Carers may obtain advice and assistance when faced with patients who are in need of this support’ or similar might be sufficient.

Action KW

- CCG PPG JC and MC reported back on the last meeting. Notes will be sent to HM for distribution and the representatives will in future bring a summary for discussion at Committee meetings.

Action JC and MC

- Feedback from Christmas and the winter period. Dr Hogan reported that the Christmas to New Year period had gone smoothly with the use of duty doctor appointments only, as last year. There was some early flu and seasonal illnesses have meant that duty doctors have had increasingly long days as the winter has progressed. Coronavirus is beginning to be a concern.

6. Patient Queries

- Positive comments have been received re the car park and garden changes.
- On occasion electronic dispensing prescriptions have not been available for collection despite the annual review having taken place. Dr Hogan said this should not happen so HW will check the onscreen options for doctors at the end of a review and remind doctors to complete this. Action HW
- Patients assume an appointment will be cancelled if a GP calls them about the same matter in advance of that appointment. In fact, patients need to take responsibility for cancelling either by checking with the doctor at the end of the call that he/she has made the alteration or by cancelling separately online or via Reception.
- Regarding a telephone call problem MC will discuss with TW. Action TW and MC
- The pull cords in the toilets need replacing. The Practice is aware and this will be completed shortly. Action Practice
- The pharmacy, on occasion, issues all items even when selected ones have been requested. HW will investigate but it seems that this occurs when you order for two months and only the second month is affected. Action HW

7. Information from the Practice

- From April 1st Dispensary opening hours will revert to normal with closure at 6 pm.
- The new website site is working well so the Practice intends to add interactive forms to make the best use of the technology.
- Text messages are being used by some doctors to message patients directly.
- Asthma patients are now using interactive messaging to report back their current status and this data is added to their records.
- Dr Watson will not be returning (from Maternity Leave) as she will be spending more time with her small children.

8. Date of next meeting Wednesday, 13th May at 6.30 pm.

HM

6/03/2020