

**Minutes of the Whitewater Health PPG meeting  
held on Thursday 16<sup>th</sup> March 2023 at 6.30 p.m. at Hook Surgery**

**Present:** Ann-Marie Mawson, Annette Rushmere, Stella Potter, Tim Colman, Anastasia Bracke, Helen Griffiths, Steve Morgan, Gill Harden, Chris Cornwell and in attendance James Perrin and Janey Mill.

**1. Welcome and Apologies**

Annette welcomed the group. Apologies were received from Alison Battaller, Frazer Hamilton and Tracie Heatherington-Chatt. Annette confirmed that Gill is now a member of the PPG. Annette updated the group with various activities she has attended. A meeting was held to develop the terms of reference for the North Hants PPGs group. Annette [ and the chair of the N Hants PPG group] were invited to an open evening at Shakespeare Road practice which is now following a new governance model and has 4 organisations looking after the business – Southern Health NHS Foundation Trust, Hampshire Hospitals NHS Foundation Trust, North Hampshire Urgent Care and Solent NHS Trust. They are very enthusiastic about going forward but also have the same challenges as all practices and most of the GP staffing is from locum GPs. Annette spoke to the Medical Director of the hospital about patient discharge issues from hospital and she reported that this is still work in progress but they are working hard to try and resolve some of the complex issues. Hampshire hospitals have recently opened 2 cath labs which will benefit cardiac patients. Anastasia sent out an apology as the Facebook and Instagram posts this month contained out of date content. Annette reported that some of the pre-diabetic courses were not well organised.

**2. Minutes of Meeting held on 19th January 2023**

These were approved.

**3. Matters arising**

There were none.

**4. PPG Update**

**4.1 Comms**

Tim is looking with Jacqui at the different ways patients can communicate with the practice.

**4.2 Monthly topics and PPG Phone line**

There are no new monthly topics and no new messages.

**4.3 Proposed new housing.**

Tim said that the proposal for an elderly persons complex at Newnham has resurfaced. Highways are objecting to the Geoffrey's House proposal accessing on to the A30. Shapley Heath has also resurfaced and the developers are saying that there will be a new doctor's practice which will have to have proper consultation.

**4.4.1 North Hants PPG**

Tim reported that other patients across the N Hants area are having similar issues with the NHS app. Operose use DoctorIQ as they developed this variation of econsult in house. Other practices have chosen to use E-consult which the ICB procured. However, some patients in Basingstoke have tried to use Doctor IQ, and when they do this system automatically deregisters them from their practice and switches them to an Operose practice. The ICB is aware of this and is working on a solution. Annette said there was a working group looking at terms of reference for the group and this will be circulated when agreed.

There was still no attendance from the ICB at these meetings or an acknowledgment of the work that the North Hants PPGs undertake.

#### **4.4.2 Presentation North Hants PPG**

The PPGs in North Hampshire produced a summary presentation of the work they all do which Annette ran through and will send out. There was also an excel sheet with more data for people to see.

**Action            Annette**

### **5.0    Update from the practice**

James gave a presentation on finance and also included a video of abuse in surgeries. It was suggested that this link should be put on Facebook and the video played on a loop in the surgeries. Abuse is still a big problem. The practice are now coding patients records if they are abusive. There was a suggestion that a member of the PPG could talk to those staff who are leaving to glean more information about the abuse. There was a suggestion that maybe some of the PPG could hold surgeries [ like MPs have] to communicate with the general public and to try and better inform patients. For further discussion.

#### **Next meeting dates**

Thursday 20<sup>th</sup> April 2023

Thursday 22<sup>nd</sup> June 2023

Thursday 17<sup>th</sup> August 2023

Thursday 19<sup>th</sup> October 2023

Thursday 14<sup>th</sup> December 2023

Thursday 18<sup>th</sup> May 2023

Thursday 20<sup>th</sup> July 2023

Thursday 21<sup>st</sup> September 2023

Thursday 16<sup>th</sup> November 2023