

**Minutes of the Whitewater Health PPG meeting
held on Thursday 18th May 2023 at 6.30 p.m. at Hook Surgery**

Present: Annette Rushmere, Stella Potter, Anastasia Bracke, Gill Harden, Chris Cornwell, Tracie Heatherington-Chatt, Steve Morgan, Helen Griffiths, Frazer Hamilton and in attendance Dr Andrew Fernando, James Perrin and Janey Mill.

As part of PPG Awareness week, the Integrated Care Board Communications team visited our PPG and made several video clips of PPG members talking about the PPG. This took place before this meeting.

1. Welcome and Apologies

Annette welcomed the group. Apologies were received from Tim Colman, Ann-Marie Mawson and Alison Bataller.

Annette updated the group with various meetings she has attended in the last month.

- She met with Tim Southern Hart District Councillor and Ranil Jayawardena to discuss the challenges in primary care and our local problems.
- She also contacted Contact Magazine who interviewed James and Annette to produce an article for Contact magazine for the June edition.
- Annette contacted Hook Focus Chair and this article will also be published in Hook Focus in July.
- Alison and Annette met with the patients who had come to the AGM to discuss their concerns. It was a difficult session. Their key points were that the recorded phone message is too long (James has amended this), they found receptionists unhelpful, but GPs and nurses were excellent, they were not happy with the administration of the practice, and they wanted the Perspex screens removed (James is looking at reducing them in height). They also thought that the racial and other abuse being targeted at staff and the practice was deserved.
- Andrew, James and Annette attended the Hartley Wintney Parish council meeting after an item about the practice was put on their agenda.
- James and Annette did a presentation to the Hartley Wintney Annual Parish meeting.
- Annette attended the PCN meeting with the other 2 PPG chairs from our PCN
- Annette and James also attended the over 55s Forum for an update.
- A specification for help on Instagram and Facebook has been sent to the Business Manager at BCOT.
- The ICB have offered to help us with social media and Annette will set up a meeting
- There is a rumour that Lloyds is going to close – Annette visited but they have no knowledge of this.

2 Minutes of Meeting held on 20th April 2023

These were approved.

3 Matters arising

James said that as of 15th May the practice has to offer patients an appointment within 2 weeks. James confirmed that the NHS are withdrawing IT support for MJOG but AccurX is available instead.

4 PPG Update

4.1 Comms

We will be updating the group on the action plan and we now have the list of monthly topics. Alison is producing the text, and Frazer the graphics.

4.2 Facebook and Instagram update

It has been quiet on Facebook and Instagram. This is Anastasia's last meeting and Annette thanked her for her help and support and wished her well in the future. The group signed a card for her. Instagram has been handed pro tem to Jacqui. Frazer has emailed the comms network to check contact details and the demographic spread of their publications.

4.3 Proposed new housing.

Nothing new on this. We are awaiting a decision on the Grange Farm development as this will have an impact on the practice. The Geffreys House application is going ahead.

4.4 Proposed review of governance documents

This is being looked at by Ann-Marie, Tracie and Gill.

4.5 GDPR legislation

Tim produced some guidance about emails, blind copying and forwarding emails which had previously been distributed to the group. Annette reminded everyone about blind copying and that PPG documents are not for onward distribution. Andrew also reminded the group that a lot of our discussion is confidential and must remain within the group

4.6 North Hants PPGs Group

After some amendments at the meeting, the group agreed the Terms of Reference. The current Chair is stepping down and the group has produced a document to recruit another Chair and Vice Chair. Annette raised the issue of quality re the pre diabetic clinics and the Deputy Director of Quality and Nursing agreed to investigate and report back to the group. Another issue was raised that there had been a recent incident where a patient had been contacted to make an appointment but had been unable to do so as she was hearing impaired. The Group discussed what procedures the PCNs had in place for alternative methods of contact and how this would be covered in third-party contracts. Dr Hutchings reported that the Health Hub in Basingstoke was closing down in May. The Hub had been helpful in providing enhanced access but there had been a cost.

5.0 Update from the practice

James gave a presentation on non NHS services provided by the practice i.e. shotgun licences, vaccinations for holidays etc. The group had a lively discussion about the issues.

He reported that there is another full time GP starting in August and they now only have one GP vacancy. They are reviewing the model of care. They have employed another qualified pharmacist, a new prescribing nurse specialising in gynaecology, 2 further nurses and a Nurse Practitioner for Hartley Wintney. There were 3,600 appointments carried out last week.

6.0 AOB

Next week is Volunteers Week and James handed all PPG members a certificate to say 'thank you for our contribution'.

Lloyds pharmacy suggested putting a 'Be kind' message on the bottom of all prescriptions together with other key messages.

Stella reported that 223 men came forward for the Lions PSA testing scheme run recently

Next meeting dates

Thursday 22nd June 2023

Thursday 17th August 2023

Thursday 19th October 2023

Thursday 14th December 2023

Thursday 20th July 2023

Thursday 21st September 2023

Thursday 16th November 2023