

**Minutes of the Whitewater Health PPG meeting
held on Thursday 22nd June 2023 at 6.30 p.m. at Hook Surgery**

Present: Annette Rushmere, Stella Potter, Chris Cornwell, Tracie Heatherington-Chatt, Steve Morgan, Helen Griffiths, Frazer Hamilton, Ann-Marie Mawson, Tim Colman, Alison Bataller and in attendance Janey Mill.

1. Welcome and Apologies

Annette welcomed the group and introduced Glen who is Operations Manager at Shakespeare Road surgery. Apologies were received from Gill Harden and James Perrin. Annette updated the group on various issues.

- An interview with Contact Magazine and James and Annette has been published concerning various issues at the practice. It will be in next month's Hook Focus. The practice has received several gifts from patients who were upset hearing about the patient abuse.
- The PPG awareness video done by the ICB media team has been released.
- Annette asked that responses to emails requiring a response are sent within 48 hours.
- Ranil and his team are attending a meeting at the practice on 7th July. He will be taking video clips of the primary care roles [i.e. health and well- being coach, paramedic, physiotherapists and advanced nurse practitioners] which we can use to publicise to patients.

2 Minutes of Meeting held on 18th May 2023

These were approved.

3 Matters arising

Annette will chase James regarding pharmacy meetings. The practice agreed to undertake these on a regular basis but this hasn't happened. Some pharmacy items are no longer going to be free which will impact patients on benefits. It was agreed that a list of the items should be published after agreement with the GPs. Tracie will go into Boots, Alison into Lloyds and Helen into Whitewater Pharmacy to find out what is going on.

Action: Annette, Alison, Helen and Tracie

4 PPG Update

4.1 Housing

Tim said housing requirements will increase.

Chris said that the Council have objected to the outline application for Grange Lane.

4.2 Review of governance documents

Ann-Marie, Tracie and Gill have reviewed these documents and updated accordingly. On the membership document the main change is to reduce the number of PPG members from 20 to 12. Annette thinks everyone on the PPG should have a specific role. The date on the document needs to be changed to June 2023. It was also agreed that the number of

prospective PPG members from both villages should be reduced from 4 to 2. On the constitution document there needs to be a new paragraph explaining co-opted members on to the PPG.

All these documents need to be ratified at the next AGM.

4.3 Comms update

Nothing reported on PPG email. Most comments on Facebook are complimentary. It was suggested that maybe we should thank Anastasia on Facebook for her contribution to the PPG to encourage young people to join our group. Phone line is also quiet.

4.4 Comms action plan

This has been changed and there is now an action plan which will be reported to the PPG

- 4.4.1 Annette is working on '***design and deliver a programme that communicates the changing nature of primary care to Whitewater patients***'. Articles have been placed in the local magazines and presentations made to parish councils and she has met with Alison and a group of patients. She is currently working on producing the video clips on the primary care roles with Ranil, his team and the practice. Hook Parish Council wants a closer relationship with the PPG and can provide more input into Section 106 monies. Helen suggested contacting Fergus Kirkham.
- 4.4.2 Steve and Frazer are working on '***publishing 'top tips' on accessing services effectively***'. They are still to get together to discuss this.
- 4.4.3 Tim and Frazer are working on '***unblocking digital access***'. They have met with Jacqui to discuss the NHS app and patient access. The Doctor IQ issues have been sorted by the ICB.
- 4.4.4 Alison and James are working on '***how to publish/highlight negative patient interaction data to measurably impact behaviour***'. James is currently gathering the stats but they have not yet met to discuss.
- 4.4.5 Annette and Frazer are working on '***trying to find a group/individual to upskill PPG on social media targeting and content***'. A paper trying to attract someone from BCOT has been sent to the business manager. Jacqui is helping with Instagram pro tem. ICB social media dept has agreed to help us with social media. They placed the PPG awareness videos on their Facebook and other social media sites.
- 4.4.6 Alison and Frazer are working on '***delivering a monthly programme of health topics/PHE messages in the most timely and effective manner***'. There is a list of monthly topics published by the NHS that we have agreed but there should be additional topics for Facebook based on feedback from the practice. Most monthly topics are about screening programmes.
- 4.4.7 Steve is working with James '***to clarify and agree the balance of messaging/comms between the PPG and the practice***'. They have yet to meet.
- 4.4.8 Alison and Frazer have worked on '***fine tuning the processes around existing media production and publication with clear agreed deadlines and processes***'. This has now been updated.

5.0 Update from the practice

There was no attendance from James or a GP at this meeting as they had been called into another meeting.

6.0 AOB

It was mentioned that the practice is referring patients to the clinical pharmacist for prescription reviews. This information is not being forwarded to the patient's notes

Frazer will talk to Sainsburys regarding a defib outside the store.

It was suggested that the noticeboards need updating with PPG signs written out fully

Next meeting dates

Thursday 20th July 2023

Thursday 17th August 2023

Thursday 19th October 2023

Thursday 14th December 2023

Thursday 21st September 2023

Thursday 16th November 2023