

**Minutes of the Whitewater Health PPG meeting  
held on Thursday 21st September 2023 at 6.30pm at Hook Surgery**

**Present:** Annette Rushmere, Stella Potter, Helen Griffiths, Frazer Hamilton, Ann-Marie Mawson, Alison Bataller, Tim Colman, Steve Morgan, Eva Skarzynski, and in attendance James Perrin and (for part of meeting) Dr Andrew Fernando.

### **1. Welcome and Apologies**

Annette welcomed the group and introduced Eva Skarzynski as a new member. Apologies were received from Tracie Heatherington-Chatt, Louise Coster-Mills and Gill Harden and Janey Mill

Annette gave an update on two items:

#### **1.1 Meeting attendance**

She reminded the group that the PPG Membership Guide states that members should attend at least 8 meetings a year and not miss more than 3 consecutive meetings. Some members have already missed 3 meetings. Whilst realising that all members are volunteers and have busy lives, she asked that every effort is made to attend meetings regularly.

#### **1.2 Sale of Operose**

She gave an update on the sale of Operose which is impacting some Basingstoke Practices. This has been in the local and national media and whilst patients of Whitewater Health will not be impacted in any way, they may ask questions about it.

US medical insurance company Centene is selling its UK subsidiary, Operose, which provides back-office management services to the Camrose, Gillies, Hackwood and Beggarwood GP Partnership in Basingstoke. A buyer is yet to be identified.

She confirmed that the GP Partners will now have to seek alternative means to provide their back-office services.

Centene has also sold its network of UK private hospitals run by Circle Health to PureHealth. This includes The Hampshire Clinic in Basingstoke.

### **2. Minutes of Meeting held on 17th August 2023**

These were approved.

### **3. Matters Arising**

There were none

### **4. Presentation from Shannu Pudaruth, Health Coach, Whitewater Loddon PCN**

Shannu explained her role.

She provides a health coaching service to help patients across the PCN to create lasting changes to improve their wellbeing and overall health. Health Coaching is designed to work through lifestyle changes, develop the skills and take control of your own health. Patients often already know what needs to change and Shannu helps them work out their health goals, work out what supports and challenges they have in their life and how to start and maintain key changes. Her coaching methods help increase patients' motivation by helping them develop achievable, realistic and long-lasting lifestyle changes. She helps patients identify any barriers and find lasting ways to change their behaviours. Health coaching focuses on empowering people to engage in goal setting to reach solutions, playing a more active role in their healthcare and enabling them to make decisions about their future health.

Typical focus areas include weight loss, reduction of stress or low mood, and management of health conditions such as diabetes, cardiovascular disease and hypertension.

Typically patients will have six or seven 1:1 sessions with Shannu over a period of several months. In future, if appropriate, she may also offer group sessions.

Patients can self-refer, use EConsult or can be referred by one of the Practice clinicians. Appointments can be also booked via reception by calling the practice or when visiting the practice. There are leaflets in the surgeries to help patients self-refer. Information will soon also be included on the Whitewater website.

Shannu typically spends 2 days at Whitewater, 1 day at Clift and 2 days at Chineham. She has been employed in the role for about 12 months. Health Coaching is a fairly new service in primary care and is being offered to patients.

She works as an integral part of the multi-disciplinary team in the GP practices and also closely with the social prescribers. Her role is PCN funded. She is also a qualified, registered nutritionist so can provide further support to patients in this area if needed.

The group were very positive about the role but stressed that it needs to be publicised to patients.

Frazer commented that it would be good to have an overall picture of all the services offered to patients and all the different roles at the PCN/practice. Annette confirmed that that was the intention of the videos recently created by Ranil's team. She is still waiting to receive an update regarding these videos, although she has already chased.

Shannu agreed that she would be happy to work alongside the team to create content on healthy eating, nutrition for use on the PPG Facebook etc.

## **5. PPG Update**

### **5.1 Pharmacy Meetings**

Nothing to report. Meeting with Whitewater Pharmacy scheduled for 18th October.

## **5.2 Proposed new housing developments update**

Nothing to report.

## **5.3 White coat syndrome - books/bags**

Helen reported that her contact, Janet Deller at Hook Books, would be able to provide 3 books for 50p but that more information about numbers and likely age ranges is needed.

James agreed to provide further information regarding numbers etc.

Annette had not received an update from Tracie regarding tote bags. Tim commented that for his business he had recently had to purchase 200 tote bags at a cost of £1.10 each.

Annette confirmed that if the project is deemed viable, we may be able to seek some funding from the Hartley Wintney & Hook Medical Support Fund.

**Action: James, Tracie, Helen**

## **5.4 Mental Health Information**

Annette reported that this had been discussed at the North Hants PPGs meeting. Local mental health services are hugely stretched.

Dr Hutchings, from Clift Practice, had shared with the PPGs Group the list of local service providers to whom Clift refer patients. Each PPG Chair had agreed to gather similar information from their practices. Annette has already shared Dr Hutchings' list with Dr Heathorn and is awaiting a response.

The intention is that once we have an updated list of Whitewater's preferred service providers, we can publicise it to patients.

## **5.5 Comms Update**

### **5.5.1 PPG email/Facebook (and new input)**

Only 2 voicemails received, both resolved.

Frazer confirmed that he had met with Louise to discuss communications, particularly Facebook and Instagram. Louise has already drafted sample posters and has ideas regarding graphics. Frazer also welcomed Eva's future involvement in this area.

Frazer mentioned had he had been in contact with Mark Hazell, Lions Club, regarding the Lions work with improving the local distribution of defibrillators. There are still more needed in the area and the signposting of them needs to be improved but the Lions are making good progress.

### **5.5.2 PPG phone line and surgery boxes/notice boards**

Only 3 phone calls. All resolved.

Nothing in surgery boxes

Helen asked James if the Practice would be able to laminate the new PPG signs for the noticeboards. Helen to finalise the design and James to arrange lamination.

**Action: Helen/James**

### **5.5.3 Publish “top tips” on accessing services effectively**

Due to Steve and James recent vacations this is still work in progress.

### **5.5.4 Unblock digital access**

Tim reported that he had had a good meeting with Jackie. He is awaiting final input from Jackie and then the document should be ready for sharing.

The group stressed the need to include clarity about the NHS App, EConsult and Patient Access (how to register, difference between each tool etc) Tim confirmed that the intention was that this information would be included on the Practice website.

Frazer and Alison highlighted to James two out-of-date items still included on the practice website (out-of-date newsletter and reference to Shape Up 4 Life Hampshire). James agreed to raise with Jackie.

**Action: James**

### **5.5.5 Publish negative patient interaction data**

James reported that incidents of abuse had definitely reduced recently. He confirmed that Rebecca is now responsible for gathering data/stats on staff abuse. Alison to follow up with Rebecca.

**Action: Alison**

### **5.5.6 Deliver a monthly programme of health topics**

On track

### **5.5.7 Clarify and agree balance of messaging/comms between PPG and Practice**

Work in progress

**Action: Steve to follow up with James**

## **6. Update from Practice**

James gave a detailed update on the challenges, key learnings and successes of this year's Flu/Covid vaccination programme.

#### Flu

3620 flu jabs had been ordered

6000 eligible patients

2500 appointments booked, with 1,000 still available to book

#### Covid

Chineham is the coordinating practice for the PCN

Need for additional sharp bins

Need for additional refrigeration/cool boxes

Uptake has been higher than expected.

Combined Flu/Covid vaccination requires 6 minutes per patient

### System/Process

Some internal system confusion/resistance

Covid plan released to GPs on 4/9 - giving only 2 weeks to prepare

Different system being used to report Covid vs Flu

Pinnacle System - never used before, no training, took 3 days to get staff log-ons

Staff needed vaccine training

Cold chain protocols - temp controlled cool boxes required

Increased security around Covid vaccines

Increased reporting requirements

### Appointment confusion

Patients previously told it would be flu only this year

Then forced to combine flu and Covid

Had to issue revised communications

Some patients frustrated initially as they didn't respond quickly enough to get appointment in first release. - Key Learning: Next time all comms should stress that patients shouldn't worry if they don't get an appointment in the first release - more appointments will be released in future - nobody will be left without a vaccine if they are eligible for it.

Practice had to unpick initial Saturday clinic plans

Decision to provide vaccine appointments every day at both sites has been a huge success.

Means that Saturday clinics will only see 250 patients and will therefore be less chaotic.

Observation that patients are still reacting negatively even to short delays to appointments

In addition the Practice has had to provide vaccines to 450 patients in residences or housebound. This has been handled by a team of 3 (Practice Paramedic and 2 Nurses) Deadline was to achieve it in 6 weeks. It's complete in 2 weeks.

### Impact of Programme

Flu/Covid vaccination programme has impacted other services.

Huge increase in telephone contact and patient numbers visiting surgery

Some routine services have been suspended

Funding for the service to cover general costs reduced by 50% at last moment

Impact on fridge space has been challenging

Same day appointments have been reduced in some instances

Staff are exhausted

James thanked the PPG Group for volunteering to help with the Saturday clinics. The rota has been shared by Annette. The days should be less chaotic than last year. Volunteers should find James on arrival.

### **Other Practice Updates**

The announcement regarding Dr Fernando's retirement had been issued. The Group commented that it was a good communication.

Dr Eleanor Jones joins on 9/10 to provide 3 days per week at Hartley Wintney. Hilary Broom, Nurse Practitioner, will also join Hartley Wintney in the new year. There are also 3 semi-permanent locums providing part-time services out of Hartley Wintney.

The new appointment system is working extremely well. No patients are waiting more than 2 weeks for an appointment. There is no longer a specific daily Duty Team, instead each GP reserves their last 4 appointments every day for duty team appointments. It's been a huge success.

James gave a quick update on recent joiners and overall staffing situation. The Practice is only 1-2 GPs short of being fully-staffed.

Back office support is working very well. Each GP and each key team (eg Frailty Team) has access to a dedicated admin/PA.

Secretarial team is fully staffed and providing excellent service - referrals are being handled within 48 hours.

Currently need 3 more experienced receptionists, due to current temp staff returning to university.

Efforts to make Hartley Wintney into a more "stand-alone" set up are working really well.

Hard floors will be fitted at Hook and to 3 rooms in Hartley Wintney. They are half way through a bidding process for redecorating Hook.

Annette thanked Dr Fernando for all his hard work and support over the years. Dr Fernando thanked the PPG for all their support and work.

## **7.0 AOB**

Annette raised the issue of the NAPP Corkhill award application but the group felt that this was too much work on this occasion-especially as we had applied twice before.

Next meeting dates, all held on Thursdays at 6.30pm

16 Nov    14 Dec