

**Minutes of the Whitewater Health PPG meeting
held on Thursday 22nd February 2024 at 6.30 p.m. at Hook Surgery**

Present: Annette Rushmere, Helen Griffiths, Ann-Marie Mawson, Tim Colman, Stella Potter, Frazer Hamilton, Eva Skarzynski and in attendance James Perrin and Janey Mill.

1. Welcome and Apologies

Annette welcomed the group. Apologies were received from Tracie Heatherington-Chatt, Alison Bataller, Gill Harden and Steve Morgan. Annette said that Steve Morgan has resigned from the PPG.

2. Minutes of Meeting held on 18th January 2024

These were approved.

3. Matters arising

The NHS app and Healthier Together app are being promoted.

4. Update from Practice

James said that there is currently only 1 GP vacancy. From mid-April it is hoped that all patients will have a named doctor. The practice is having problems with their cleaning contractors which they are trying to resolve. They have applied for a grant to fit hard floors to the 6 upstairs clinic rooms. They are going through a bad patch with patient complaints of which 3 are currently going through a legal process. 300 GP appointments were lost in the last 6 months due to dealing with complaints. They are in the process of trying to recruit 3 more full time receptionists from BCOT students who are studying customer service or business admin courses. The practice is also looking at installing CCTV. James said that the practice is closing on Wednesday 28th February in the afternoon for essential training from the ICB. Ranil is visiting the practice on Thursday 29th February to do a video of a GP and the Whitewater pharmacy covering the new NHS contract.

Comms Update

5.1 Helen and Annette met with Irfan and Rebecca on the 24th January. Key notes were put on Facebook.

5.2 Nothing new on housing.

5.3 Currently 250 books have been delivered for the white coat syndrome project.

5.4 Mental health project is awaiting input from Jacqui.

5.5 Nothing received by email.

5.6 Eva is working hard posting on Facebook.

5.7 Nothing to report on the phone line, but the key to the suggestion box in Hook is still missing.

5.8 Tim said that the digital access project is nearly finished but awaiting final input from Jacqui.

5.9 Still awaiting data from Rebecca regarding negative patient data.

5.10 North Hants PPGs meeting update-attached below

1. MINUTES OF PREVIOUS MEETING AND MATTERS ARISING

The minutes of the meeting held on 25 October 2023 were agreed as a correct record subject to references to Assistant Practitioners being amended to Associate Practitioners.

Odiham and Shakespeare Road PPGs - Annette Rushmere reported that Glenn was working to put together a PPG at Shakespeare Road. Annette had also spoken to a member of Odiham PPG who had stated that their PPG was not active, although Catherine Wands noted that there was still PPG information available in the waiting room.

Future of the Group - Annette Rushmere introduced the item. Karen Ashton reminded the group that there was no longer a mandate since the CCGs were dissolved and GMS policy requirements for patient involvement had changed. It was noted the NH PPGs group was unique within Hampshire & the Isle of Wight. Annette Rushmere added that the ICS did not have any formal links with the Group and, since summer 2023 was no longer sending representatives. Dr Charlotte Hutchings was attending in her own time. The Group discussed the way forward and attendees stated that whilst they felt that this was a worthwhile group for support and information sharing, they did not feel it was valued by the ICS. Some members of the Group noted that CQC still expected the PPGs to be a primary means of patient communications and involvement at practice level and individuals proposed actions they considered worthwhile in highlighting the important role of patient involvement. The importance of links to PCNs was also mentioned. Annette Rushmere asked members to think about how the Group could operate going forward for further discussion at the next meeting.

Action: Members to discuss the future of the Group as the main item on the agenda for the next meeting.

2. NHS HEALTHIER TOGETHER APPS AND SOCIAL INCLUSION WEBSITE

Annette Rushmere encouraged PPGs to promote the Healthier Together app <https://www.what0-18.nhs.uk/> and the Social Inclusion website <https://www.inclusion.org/> to patients as there was a wealth of information available, together with help for patients who were looking to engage more online.

AGREED: That the position be noted.

3. PROJECTS PPGS CURRENTLY UNDERTAKING

Camrose, Gillies, Hackwood and Beggarwood PPG had been working on improvements to their website to make it easier for patients to navigate and use and to improve patient communication with the wider NHS. The NHS App has recently been upgraded which has removed some of the major problems, and it was now intended to be a cornerstone for NHS communications. The Group noted that it was useful to promote digital access, but surgeries and PPGs needed to remember that there was a significant cohort of mainly older people for whom this was not

suitable. Whitewater are producing a matrix of all digital methods of communications, which they would be happy to share when finished. Each PCN had different ways of directing their patients which could include social prescribers, paramedics and clinical pharmacists.

Annette Rushmere reported that Whitewater had introduced a "book bag" scheme for "White-Coat Syndrome" aimed at children and young people using donated books and bags made by a local sewing circle. They are hoping it will be successful. Whitewater was also refreshing their mental health infographic.

The Group also discussed the different systems used for self-referral, to make appointments etc. The Group noted that as practices were responsible for their own procurement / business decisions, it is unlikely that there would ever be a common system used by all as the priorities and requirement of each practice could vary considerably.

AGREED: That the position be noted.

4. PPGS INVOLVEMENT AND EXPERIENCE WITH THEIR PCN

Colin Godfrey asked how other PPGs related to their PCNs, and whether they met regularly. Boundaries and Whitewater (with Chineham and Clift) both met with PCNs and felt the PPGs were valued by the PCNs. It was suggested the link with the PCNs could be the way that PPGs fed into the wider NHS going forward, rather than direct links to the ICS -which is no longer viable.

AGREED: That the position be noted.

5. SOCIAL PRESCRIBERS

Abigail Compton-Burnett reported that PCNs had different requirements from social prescribers, which they procured to fulfil specific roles. PPGs could contact their PCNs if they were made aware that social prescribing was not working well.

It was noted that Basingstoke Voluntary Action had offered to help promote local groups and host a webpage that could be community-based rather than health-based. This could be helpful for the Basingstoke practices, but the Group noted that practices were based in several different local authority areas, which all operated differently - for example, Hart District Council had their own local directory. Colin Godfrey reported that he had a contact at Andover PCN who was happy to share information on how they operated.

AGREED: That the position be noted.

6. CHARITY STATUS DISCUSSION

Ian Josey referred to the report summary he circulated earlier and suggested that PPGs could consider applying for charitable status as this could give access to various funding streams. The Group discussed the idea and agreed that it would not be practical or appropriate at the current time.

AGREED: That the position be noted.

7. UPDATE ON OTHER RELEVANT CURRENT ISSUES

Annette Rushmere reported that new pharmacy contracts would allow pharmacists to treat seven more conditions. There had been some confusion around which pharmacies were taking part. Karen Ashton explained that only prescribing pharmacists could sign up to the contract, not dispensing pharmacists. Pharmacists taking part in the scheme needed to ensure that their ICT

system linked to the surgery to share details of the prescriptions with the GP to update patient records.

The Group also noted that there had been issues with the supply of certain medications nationally and patients needed to be made aware that they should request repeat prescriptions in good time and be prepared to call other pharmacies as necessary if their usual pharmacy had no stock. It was mentioned that some practices were now giving patients responsibility for sourcing drugs that were in short supply.

AGREED: Charlotte Hutchings to investigate and report back.

8. DATE OF NEXT MEETING

The next meeting would be held at 6.30pm on:

- **Wednesday 1st May 2024 Please note change of date and venue to be confirmed**
- Wednesday 24 July, and Wednesday 23 October 2024

N Hants PPGs Discussion

The group discussed the issues of viability of the above group and it was agreed to wait until the next meeting when Charlotte would have had an opportunity to discuss the issues with members of the ICB.

6.0 AOB

Helen said she had heard excellent reports on Rob the paramedic.

Next meeting dates at 18.05

Thursday 21st March 2024

Thursday 23rd May 2024

Thursday 18th July 2024

Thursday 19th September 2024

Thursday 21st November 2024

Thursday 18th April 2024

Thursday 20th June 2024

Thursday 22nd August 2024

Thursday 17th October 2024

Thursday 19th December 2024