

**Minutes of the Whitewater Health PPG meeting  
held on Thursday 20th July 2023 at 6.30 p.m. at Hook Surgery**

**Present:** Annette Rushmere, Stella Potter, Chris Cornwell, Tracie Heatherington-Chatt, Helen Griffiths, Frazer Hamilton, Ann-Marie Mawson, Tim Colman, Alison Bataller, Chris Cornwell, Gill Harden, and in attendance Fergus Kirkham, James Perrin and Janey Mill.

**1. Welcome and Apologies**

Annette welcomed the group and introduced Fergus Kirkham from Hook Parish Council. Hook Parish council want to work with the practice and establish a better relationship.

Apologies were received from Steve Morgan.

Annette updated the group on various issues.

- Ranil Jayawardena visited the practice and he and his team took videos of some of the staff to explain the primary care roles.
- Annette met with Joyce Baldock and Christine Husband as potential PPG members. Tracie has sourced a potential younger member who Annette will meet with.

**2 Minutes of Meeting held on 22<sup>nd</sup> June 2023**

These were approved with the exception in para 4.2 of the minutes relating to the updated membership document which should read "It was also agreed that the number of places reserved to enable people from less represented groups to be invited to become members be reduced from 4 to 2". This refers to para 7 of the Guide and does not alter the number of members from each village which remains at 4.

**3 Matters arising - Pharmacy meeting**

The pharmacy meeting is scheduled to take place on Friday 28<sup>th</sup> July.

**4 PPG Update**

**4.1 Housing**

The proposal for Geffreys House is ongoing.

**4.2 Comms update**

Comms have been very quiet. Frazer is trying to do a social media update every 3 days. There have been no calls on the phone line, and nothing in the comments box.

**4.3 Comms action plan progress**

- 4.3.1** The meeting with Ranil and his team took place on Friday 7<sup>th</sup> July from 12-2pm at Hook surgery. There was a discussion with the partners and practice team over lunch followed by interviews and videos taken of the primary care roles. He was supportive of the new roles. He suggested that the practice has standardised letters for complaints. He was also interested in our comms.

- 4.3.2 Steve and Frazer are working on ***‘publishing ‘top tips’ on accessing services effectively’***. They are still to get together to discuss this. It was felt that there should be guidance as to the best time to call the practice to manage expectations.
- 4.3.3 Tim and Frazer are working on ***‘unblocking digital access’*** They have met with Jacqui to discuss the NHS app and patient access but further meetings are required. The NHS app works.
- 4.3.4 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.
- 4.3.5 Annette and Frazer are working on ***‘trying to find a group/individual to upskill PPG on social media targeting and content’***. We are still waiting for help from the ICB.
- 4.3.6 Alison and Frazer are working on ***‘delivering a monthly programme of health topics/PHE messages in the most timely and effective manner’***. This is complete and ongoing.
- 4.3.7 Steve is working with James ***‘to clarify and agree the balance of messaging/comms between the PPG and the practice’***. Tracie felt that the public don’t know or understand how the PPG and practice work together. The comms are perceived to be practice led. There is a need to issue good news stories and instances as to how the PPG has worked with the practice to improve patient comms.       **Action        Tracie and Gill to draft some text**
- 4.3.8 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

James said they are recording instances of patient abuse but still need to get the stats together for us to publish.

### **James described the practice complaints process.**

Patients are being encouraged to put complaints in writing. A holding response is then sent and the comms with the patient are sent within 28 days of the complaint. James has conducted an annual review and there have been 42 complaints, but he has also had 809 emails from patients with concerns.

The practice has employed one new ANP, a prescribing nurse, a nurse specialising in women’s health, a qualified clinical pharmacist and a nurse specialising in COPD and cardio-vascular issues.

Another receptionist has left. It was suggested that the PCN should conduct the training of new staff.

Flu sessions will be held in the practices starting on Saturday 16 September and the next 3 Saturdays thereafter. The practices are also running the Covid vaccinations.

James went to a conference recently where some good practice was identified in a CQC report that children with 'white coat anxiety' were given books when they came into the practice in tote bags. Stella, Helen and Tracie are going to look into whether we can do this.

James shared answers from a national patient survey.

There is a new appointment system starting soon. The duty team will be led by a non GP. Appointments for all GPs have been increased by 2, and the last 4 appointments on the day for each GP are from the duty team. All appointments will last a max of 12.5 minutes and the patient will have a choice of either face to face or telephone. This is being trialled for a month.

## **6.0 AOB**

It is not known whether patients are aware that referrals to the pharmacies are chargeable for interventions like eg ear syringing. Whitewater Pharmacy now offers some private consultations for a fee as the pharmacist is a prescribing pharmacist.

James said that nurses have to pay to park in the surgery car parks which is quite expensive. Fergus said he would look into whether there is an alternative funding source for this.

The noticeboards have been updated with NAPP certificates.

### **Next meeting dates**

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

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

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

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

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