

**Minutes of the Whitewater Health PPG meeting  
held on Thursday 17th August 2023 at 6.30 p.m. at Hook Surgery**

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

**1. Welcome and Apologies**

Annette welcomed the group and introduced Louise Coster-Mills as a prospective PPG member. Apologies were received from Tim Colman, Steve Morgan, Tracie Heatherington-Chatt and Dr Andrew Fernando.

Annette updated the group on various issues:

- She has met with Louise Coster-Mills as a prospective PPG member and Eva Skarzynski who is a student at QMC hoping to go on and read medicine.
- Annette attended the Hartley Wintney Medical Fund meeting. They would like the PPG to think about what area or population group needs help and they will try and help with the funding.
- Annette attended a meeting with the over 55's Forum to update them.
- Some members of the PPG were able to attend a meeting to say goodbye to Dr Sarah Longstaff who is retiring at the end of September.
- Ranil is still in the process of editing the video clips.

**2. Minutes of Meeting held on 20th July 2023**

These were approved.

**3. Matters arising**

**3.1** PPG Notice boards – Helen presented a specimen poster describing the work of the PPG. This is work in progress

**3.2** White coat syndrome – another GP practice had helped children with white coat syndrome by giving the children tote bags with books in them at the visit. This distracted them from their visit to the GP. Helen asked for more details from James and numbers. She will talk to Janet Deller from Hook Books. Tracie is looking at tote bags. Stella had also investigated acquiring books.

**Action:** Helen, Stella and Tracie.

**3.3** Fergus – it was suggested that Fergus should come to PPG meetings once a quarter as his input was valuable and we all wanted to promote relationships with Hook Parish Council.

**4. PPG Update**

## 4.1 Pharmacy meetings

The PPG met with Boots and Wellbeing Pharmacy (formerly Lloyds). The meetings were really well received and both pharmacies were enthusiastic. There are no major issues. Boots had been ordering repeat prescriptions for patients out of courtesy but have now stopped this. However, they will remind patients when they need to see their GP again. Patients are being encouraged to download the Boots app to help with their prescriptions. All staff at Wellbeing are being retained at the moment under TUPE. They are hoping to offer a free drug delivery service and an advert has gone out for a driver. Patients are being encouraged to download the Boots app to help with their prescriptions. It was agreed that the practice and the pharmacies would have regular meetings in the future. Both pharmacies and the practice staff appreciate the direct line into the surgery. Whitewater Pharmacy meeting is outstanding.

## 4.2 Proposed new housing

Nothing new.

## 4.3 North Hants PPG's meeting

**Outline Notes      H1OW ICB - North Hampshire PPG's meeting      26th July 2023**

This was the first of the "new format" meetings that will be chaired by Annette Rushmere with Karen Ashton's support as vice chair. These meetings will now be held quarterly. In this case the meeting was chaired by Annette. I have previously the value of these meetings but this time we stuck to the agenda, had lively, but well controlled, discussions and finished within a few minutes of the target time (rather than overrunning for an hour as in the past.....). In my view the meeting was entirely positive and successful!

Unfortunately, there was no representation from the Odiham (which currently has no PPG) nor the Basingstoke Shakespeare Road PPG which is in the process of being created. Dr Hutchings confirmed that there is a statutory requirement for all practices to have a patient engagement function – generally a PPG. If there is no PPG this should be in the form of a patient forum – but having nothing in place is a breach of statute.

There was a short discussion about the Xyla Health -pre diabetic courses. There has been significant criticism of these sessions – whether virtual or face to face. We were informed that the provider had already changed once but that it had been difficult to find an alternative (the current) provider. An investigation is ongoing.

We had a short discussion about Disability Issues and it was felt that there should be better signposting to sources of help (see note regarding Mental Health issues, below) and the NHS Futures website that gives tips to practices <https://future.nhs.uk/>

There was considerable discussion regarding Mental Health issues following the H1OW report. It has also recently been announced that the police will not respond to requests for help from or about, individuals with mental health issues unless there is a danger to third parties. This is in the face of increasing mental health issues nationwide.

There are various sources of support across N Hampshire but these are not always well known or signposted. This is similar to the issue of signposting help for disabled people.

Test Valley Council has established a “hub” that signposts all manner of sources of help for their residents, whether health related, financial or other. There does not currently seem to be an equivalent service elsewhere in the area.

It was agreed that there is scope for a small project to list the sources of help for mental health issues across N Hampshire. Meanwhile Charlotte will provide a list of services that she uses to Annette and this can be circulated via all our PPGs to patients together with any more local initiatives that individual practices may use.

There was a review of primary care in North Hampshire but with few solid outcomes as yet. Charlotte agreed to forward the report. Charlotte Hutchings also said that major changes are probably on the way including further changes in the Hampshire/IOW ICB structure.

We had a “serious discussion” about the potential funding for a new hospital in N Hampshire. Dr Hutchings explained that some funds were available for a new orthopaedic facility for elective care in Winchester [from a separate budget] and some monies allocated for urgent repairs in Basingstoke.

However, there is no guarantee of funding for a new hospital in N Hampshire and we are not being considered for funding in the current round of projects. The earliest we would be considered is in 2032 – and this backs up the information that Tim Colman has received from senior Government Ministers. To summarise – no new hospital for the foreseeable future!

Annette Rushmere gave a brief summary of the “Tunbridge Wells older peoples report”.

We had a short discussion about the recently published NHS patient survey response. There have been “league tables published in our area but it was felt that actually the number of responses was relatively low and may not represent an acceptable statistical sample. Some practices are currently undertaking further patient surveys.

Next meeting 25th October 2023

Tim Colman 27th July 2023

#### **4.4 Comms update**

There has been no communication on the PPG email or the phone lines. Louise Coster-Mills responded to our advert asking for help with social media. Frazer will update her.

Patient abuse – data on this is being collated and James will send it out. The barrier at reception in Hartley Wintney has been reduced in height which has improved relationships with patients.

#### **5.0 Update from the practice**

The new appointment system went live at the end of July and is working really well with a triage system. The duty team will now 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 reserved for the duty team. This has resulted in a 15% increase in the number of appointments overall.

3 new nurses have been recruited, a new GP is starting in January, and a new clinical pharmacist has also started who can prescribe independently.

There is an issue with BMA guidance on extras i.e. shotgun licences etc. which can take up a lot of time. The practice feels that it should prioritise patient care.

James went through the costs of recruitment - £5,000 to recruit a receptionist, £20,000 to recruit a GP and £1,000 for the leaving process.

They are still awaiting revised dates and guidance on the flu and covid vaccinations for the Autumn but they will be available to all over 65's and under 65's who are vulnerable.

James also gave an update on complaints received:

- 41 in 2021/2022 which did not involve harm to the patient
- 809 patient contacts which take up to 7 hours a week
- 2 complaints this year have taken 30 hours to sort.
- None of these complaints were clinical.

## **6.0 AOB**

Chris Cornwell announced that he is stepping down from the PPG forthwith. Annette thanked him on behalf of the PPG for all his support and time.

### **Next meeting dates**

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

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

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

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