

TADLEY MEDICAL PARTNERSHIP PAITENT PARTICIPATION GROUP
Minutes of a meeting held on Wednesday 12th October 2022 in the Conference Room of TMP

Present: Claire Chambers (Chair) Mary Cawley, Alan Chambers, Jean Chapman (part), Lynda Eastment, Hazel Forde, Sheila Gunnell, Linda Mead, John Norrish, Priyanka Patel (part), Gill Tomlins, Val Turnbull, Tony Wicks, Kate Wright, Graham Wright, Elizabeth Chapman (TMP), Gillian Herbert (TMP), Heidi Williams (TMP)

Apologies: Dr A Hogan, Keith Chapman

Item	Description	Action
Welcome to new members	The Chair and committee welcomed John Norrish to the meeting. New list of committee members and contact emails to be compiled and distributed. It was noted that there are currently people who are interested in joining the committee and any current members who would prefer to reduce their commitments could be replaced to ensure a full committee is maintained.	JC/GW
Minutes of 17 th August 2022 meeting	The minutes were agreed to be a true and accurate record.	
Saturday opening progress	Multiple clinics now being run on Saturday in the practice, including flu, diabetes, baby immunisations and smear tests. Response has been positive.	
ICB CCG	The engagement strategy to be sent to the committee when available. Collation of the practice presentations given by the ICB CCGs has not been completed, will be circulated when available. Noted there are 13 to 15 active practice PPGs in North Hampshire.	JC JC
PPG composition	Currently have about 60 people signed up as PPG members arising from the recruitment from the July open meeting. There are about 70 people who indicated a wish to attend the July meeting who have not given permission for the committee to contact them. Heidi agreed to send a message from the committee to these people asking them if they would like to join the PPG and to complete the necessary form. GW to draft message and provide list of people to contact.	HW/GW
Social media	Priyanka has been working with Heidi to set up a Facebook page, this is near complete and planned to go live this week. It is an information and news page; comments cannot be posted by the public. The page will be updated with specific news as appropriate, and every couple of weeks as time permits. Need to publicise the availability of the page when it is complete. Publicise through Wellbeing Forum.	All CC
Terms of reference	Agreed that we now have the committee, the PPG of currently around 60 people which we will try to increase and the patient body, which is not of direct concern to the committee. Agreed that the term wider group will cease to be used. Check that the current ToR reflect this correctly.	GW
PIG/Communications	Report of last meeting circulated by Kate. Plan is to combine the leaflets from the practice and PIG into a single document to take the best of both. When the text is agreed, Alan will format the final document.	KW/AC

	<p>PIG group to draft leaflet which could be distributed at events to publicise the PPG. Kate to take lead on this.</p> <p>Some data for the leaflet is not available, should be when the ICB CCG collation is complete.</p> <p>Alan to take lead on communications, Kate to take lead for PIG.</p> <p>Need to determine role for each group and to ask Priyanka to be involved.</p>	<p>KW</p> <p>KW</p> <p>AC/KW</p> <p>AC/KW</p>
Contact with PPG	<p>Mention the new Facebook page in communication with the PPG. PPG to be a feature in the new Holmwood reception with new dedicated noticeboard.</p> <p>Discussion on possibility of a computer with PPG access in reception, likely to cause too many issues so not taken further.</p> <p>Continue to publicise PPG through Wellbeing Forum</p> <p>Noted that we need an identity for the PPG and to keep it on message.</p>	<p>HW</p> <p>CC</p> <p>All</p>
Contact with Hurst College	<p>Agreed that this needs to be started again now Covid restrictions not an issue.</p> <p>Separate group set up to explore the approaches. Lead is Linda, team is Hazel, Kate, Claire and talk to Priyanka to check if she is also interested.</p>	<p>LE</p>
Contact with other groups	<p>List of other groups which may be helpful to contact being prepared. Alan to check with Jean.</p> <p>IT skills may be an issue, Lynda to check through Age Concern, John also willing to look at issues.</p>	<p>AC</p> <p>LM/JN</p>
Covid & Flu jabs	<p>Wide agreement that the service at the Hub in Festival Place is excellent. Those requiring accessible location could call 119 and get an appointment at a pharmacy which has kerbside access.</p> <p>Most patients of the practice are having their jabs at the Hub.</p> <p>Home visits are available when necessary.</p> <p>Some issues raised:</p> <ul style="list-style-type: none"> • Poor signage in car park directing to the Hub. It would be very helpful to have this improved. • Lack of flu vaccine has caused a few issues; the Hub is dependent on the 15 practices involved for the supply and if the practices do not have stock, they cannot pass it on. • Some patients have difficulty to get from the car park to the Hub. Wheelchair support on the return journey is possible but cannot yet provide this for the incoming journey. <p>Practice believe that the various options mean nobody should be struggling to get their jabs.</p>	
Hampshire Integrated care plan	<p>Now in the implementation phase with the Integrated Care Board and Integrated Care System being put into place.</p>	
Patient leadership program	<p>Main program is complete but there are some matters still arising which may continue to be of interest. Details of the most recent forums to be circulated to the committee</p>	<p>GW</p>
Patient queries	<p>The PPG email address has been quiet since the last meeting, only one issue raised.</p> <p>A patient noted that when looking for information on the flu jab on the practice website there was no information available. The information was available on the Covid tab, Heidi updated the website to ensure that the information for the flu jab was readily accessible.</p>	

	<p>The same patient also then commented on the issues with the e-consult being unavailable at times. Heidi commented that if it were not restricted the practice would be overwhelmed with e-consult requests, so some restriction is necessary.</p> <p>A patient raised concern over not having a dedicated Parkinson's nurse in the practice, this seemed out of her concern for others rather than being an issue for her.</p> <p>A patient raised a concern about the disconnect between primary and secondary care after discharge from hospital. There are still issues of lack of follow through for patients and not clear whether this is arising from the hospital or the practice.</p> <p>A patient raised a concern about having been invited to have a pneumonia jab last year only to find no vaccine available. Claimed to have also had an invitation this year with the same result, but Heidi has not sent any invitations out recently. Something of a mystery.</p>	CC
Reception area upgrade Holmwood & practice matters	<p>Good progress continuing. The previous administration room has been converted to a clinical room.</p> <p>There will be a half day closure on 9 November for a training pause to get back up to date. Phones will continue to be manned and there will be 2 doctors on duty for emergencies.</p> <p>A new technology has just been introduced whereby if a patient has an abnormal test result or requests an appointment for some conditions, a link is sent to their smartphone which gives them direct access to make an appointment with the most appropriate clinician. Feedback on this is awaited.</p> <p>Prebookable appointments are available online. These have not been publicised but are being used.</p> <p>Baby immunisation clinics are currently taking place on Tuesday afternoons, causing a problem for some mothers with the school run. Plan is to run these clinics on Tuesday mornings.</p> <p>Multiple clinics now being run in the practice again.</p> <p>Practice still very busy, 50 to 100 face to face GP appointments daily now and still up to 250 calls per day to reception.</p>	HW
Next meeting	The next meeting is Wednesday 7 th December 2022 at Holmwood. Following meeting tentatively set for 15 February 2023.	

CCG – Clinical Commissioning Group (now known as ICB)

HHC – Holmwood Health Centre

ICB – Integrated Care Board (ours is NHS Hampshire and Isle of Wight)

ICS – Integrated Care System

<https://www.england.nhs.uk/integratedcare/integrated-care-in-your-area/>

PIG – Patient Information Group

PPG – Patient Participation Group

TMP – Tadley Medical Partnership

ToR – Terms of Reference