

TADLEY PARTICIPATION GROUP (PPG)

Minutes of a Committee meeting held on Wednesday 10th July in the Conference Room at Holmwood Health Centre

Present: Heidi Williams, Mary Cawley, Claire Chambers, Alan Chambers, Jean Chapman, Sheila Gunnell, Hazel Metcalfe, Gill Tomlins, Val Turnbull, Tony Wicks, Kate Wright, Graham Wright, Robin Treadwell, Anne Hutchison and Linda Mead.

1. **Apologies:** Dr Annie Hogan, Gill Herbert
2. **Resignations** Alex and Nicky Heales have resigned from the Committee. CC has already sent thanks to them but HW will now do this on behalf of the Practice. **Action:** HW
3. **Introductions and new members**
Introductions were made and the three new members of the Committee (AH, LM and RT) welcomed by the Chair.
4. **Minutes of the meeting held on May 8th**
Thanks to GW for producing the Minutes for this meeting.
5. **Matters arising**
 - All agreed the presentation by the CAB had been excellent and KW was thanked for organizing this. The CAB continues to have a presence in Holmwood on a Friday and patients may either make an appointment in advance through CAB or approach the table on the day. A private room for conversations is available if required. Doctors may also refer patients to this service as part of the response to a GP appointment.
 - The Social Prescriber is not yet in place so the visit from her will be postponed for several meetings.
6. **Reflections and feedback from the Annual patient meeting**
 - Instead of limiting the numbers even further for next year in order to more comfortably meet in the Holmwood waiting room the Committee will investigate hiring larger premises (Ambrose Allen Centre?) to facilitate increased attendance. **Action: KW to cost**
 - Any venue needs to be near Holmwood so Doctor representation is possible.
 - The microphones were not suitable for the venue and members were not familiar with their usage so a more fit for purposes arrangement will be made in future.
This resulted in some people being unable to hear the conversations taking place and leaving early.
 - The waiting room was still in use by patients at 6.30 so the meeting failed to start on time.
 - The invitations went first to the 'Wider'/Focus group but there was little take-up of places so it was resent to all patients with email addresses registered at the Practice with the original reply date. In answer to a question HW explained that because of GDPR only staff members can have access to the phone or computer systems at the Practice.
 - A mail shot would be too expensive.
 - The meeting was over-subscribed but concern was expressed that, despite posters being displayed in the two surgeries, those without IT access were underrepresented.
 - To enable a greater number of patients to speak, people will be requested to have a succinct question ready.

- The talk by Dr Newman, supported by Dr Hogan was a valuable part of the meeting but meant the question session was curtailed. The meeting will be scheduled for an hour and a half next time and may have a later start time.
- One attendee at the Annual meeting reported difficulty with getting through on the telephone as he received a message telling him all lines were busy. HW explained the limitations of the system in place which had worked well when piloted at Morland Surgery but is unable to cope with the volume of calls across the whole Practice at key times, especially early in the day.

Action: TW and HM

- JC suggested adding a link to the CCG website on the next Practice newsletter as many of the questions asked could have been answered by reference to that site.

7. Committee Matters

- A brief discussion was held as to the need for drop-in sessions as the patients at the Annual meeting had not seemed enthusiastic. MC suggested PPG suggestion boxes be placed in the waiting rooms with queries and suggestions to be placed in sealed envelopes, available nearby. HM reported a few messages each month are sent to the PPG email address which she either answers or refers to HW. This item was deferred to the September agenda.
- Three members of the Committee reported incidents where Reception staff had been less than helpful in recent weeks. HW discussed these individually for patient confidentiality and will follow up appropriately.

Action HW

- Patients are still unclear as to the differences between the PPG Committee, the Wider PPG/Focus Group and having their name on the Practice email list. CC asked that the Committee bring name suggestions to the next meeting which will be discussed for GW (Terms of Reference Sub-group Chair) to consider with his team.

Action: All

8. Meeting dates for next year

See below

9. Practice matters

- Dr Bailey, previously in the Practice as a Registrar, has accepted a post as a salaried GP working four sessions a week.
- The last CQC inspection was in 2014 so one is overdue. The CQC have scheduled a telephone conversation with Dr Hogan and Gill Herbert (Practice Manager) which will last between one and a half and two hours to establish progress since the last inspection across a range of (unscripted) issues. A full inspection is expected to follow later.
- There is a new message on the answerphone system suggesting that patients might try e-consult before they decide they need to see a GP. Members of the Committee who have used this method of contacting the practice for medical advice reported favourably.

10. A o B

- GT will be unable to attend CCG PPG meetings for the next year. CC thanked her for representing the Practice for several years. Thanks also to MC who volunteered to take her place. These meetings take place six times a year in Chineham. GT will act as reserve.

Date of the next meeting: Wednesday 11th September at 18.30.

H. Metcalfe
11/07/19

Committee Meeting dates for 2019 - 2020

Wednesday 11th September 2019

Tuesday 19th November 2019

Wednesday 26th February 2020

Wednesday 13th May 2020

Annual Patient meeting (Provisional date)

Wednesday 1st July