

## **TADLEY PARTICIPATION GROUP (PPG)**

### **Minutes of a Committee Meeting on Wednesday 11<sup>th</sup> September 2019 in the Conference Room at Holmwood Health Centre**

**Present:** Gillian Herbert, Heidi Williams, Alan Chambers, Claire Chambers, Sheila Gunnell, Gillian Tomlins, Kate Wright, Linda Mead, Anne Hutchison, Robin Treadwell, Graham Wright and Hazel Metcalfe

1. **Apologies:** Dr Annie Hogan (delayed as Duty Doctor), Mary Cawley, Jean Chapman, Val Turnbull and Tony Wicks
2. **New member introductions.** Members briefly described their backgrounds and their reason for joining the Committee.
3. **Minutes** of the last meeting held on 10<sup>th</sup> July were agreed.

#### **4. Matters Arising**

From item 6. KW is awaiting prices and availability from three alternative venues. Further points regarding the next Annual Patient meeting were again discussed until it was decided to postpone decisions until a hall had been booked since this might determine dates, timings, sound systems etc.

From item 7. HW had viewed websites from other practices and listed various alternative names used for the group of patients, not on the PPG Committee, but who are consulted occasionally on medical matters through surveys and notified of Committee activity. This group will now be called the Patient Participation Reference Group. GW will amend the Terms of Reference accordingly and circulate them.

Also, from item 7. All Reception staff have received further training. Members reported positive responses to all recent queries and requests. Three new Reception staff have started work recently. CC suggested that, whilst it is useful for the Committee to discuss trends members should take personal problems through the patient complaint system whether informally or formally.

Suggestion boxes to enable patients to contact the Committee have not yet been placed in waiting areas. **Action HW**

#### **5. Matters Raised by Patients**

RT had been approached by a patient concerned that the Tadley First Responders had been disbanded meaning that they were no longer maintaining the defibrillators placed in various places round the community. Other members of the committee, including HW, felt this hopefully was inaccurate. If the defibrillators are not correctly serviced the batteries flatten and data is not erased. It was decided to seek clarification.

**Action RT, HM and KW**

A patient had emailed to say various doors in the waiting Area at Holmwood were squeaky which he found very irritating. HW dealt with this in her lunch hour and staff have been asked to take note of patient concerns as small issues can be important, especially if you are already stressed or unwell.

## **6. Sub-Committee Reports**

In the absence of TW, the item on telephone responses was deferred to the next meeting.

KW explained that HW had found two leaflets from the Watership Down Practice which initially appeared to cover the same information as that being collated for the PPG leaflet for patients. These are useful but are more specific so the sub-group will continue, meeting later this month to produce a draft copy for the Practice to consider. RT mentioned the leaflets available at the NHH (in the main corridor heading towards the lifts and to the left of Reception which is manned by volunteers whilst a second point is manned all day by Macmillan volunteers. These offer support to patients who have just received a negative diagnosis by listening and providing information and support available more widely.

## **7 Committee Matters**

JC (CCG Link) had attended the last meeting and sent Minutes and a document (Me and My Medicines) as she was unable to attend this meeting.

### **Action HM**

CC explained that a drop-in session had been held at a Saturday morning surgery and considered useful but when she had suggested it at the Annual meeting the audience had not seemed interested. GW said it was a lot of effort to organize if patients didn't think it necessary so it was decided to shelve this idea for now.

The CAB link worker is in Holmwood surgery on a Thursday morning instead of a Friday now. Patients may be referred by a doctor or may self-refer. It is also a reminder of the fact that the CAB office is in the building next door to Holmwood.

A meeting of the Patient Collaboration Group where the Tadley Practice is in liaison with the Watership Down one will be hold in November. CC and HM will attend.

Over coming months the following will be invited to deliver a short presentation at the beginning of Committee meetings: Fiona the Practice Pharmacist to discuss the Me and My Medicines programme, LM or a guest to describe the work of Age UK (Age Concern) and Rachel, a MacMillan Nurse will talk about her work.

## **8. Information from the Practice**

Two out the three quotes sought for repainting the lines in the car park have been received. The design means that the disabled bays will move to a more practical place and the ambulance bay will be clearly marked.

One quote has been received for the changes proposed in the Reception area to make it a more confidential space with more privacy for conversations. When the changes are completed the staff will be provided with uniforms so patients can see that they are staff.

In November a public meeting at Sandford Springs Golf Club will be held to explain the local Primary Care Network. GH will confirm the date to HM when it is finalised. KW suggested this might also be explained at the Community Lunch on November 6<sup>th</sup> (organised by the CAB).

### **Action KW**

On the 11<sup>th</sup> September the Admin Teams from the Primary Care Network met to discuss common problems and share solutions. The PCN has two clinical directors in Dr Newman and Dr Judy Lindsay. The nurses' team will meet in week commencing 16<sup>th</sup> September and the doctors on 24<sup>th</sup> September.

A paramedic was recruited and had made a good start but had to return to Scotland almost immediately for personal reasons.

The new salaried GP began work on 1<sup>st</sup> August and has settled in well.

The practice is aiming to collect more mobile numbers from patients as this is proving to be the most effective means of communication, especially at short notice.

The Newsletter had contained positive news and had been well received.

The meeting closed at 8.10 pm.

Date of Next Meeting: **Tuesday 19<sup>th</sup> November** (Please note the change of day),

H Metcalfe

18/09/19