

**TADLEY MEDICAL PARTNERSHIP PATIENT PARTICIPATION GROUP**  
**Minutes of a meeting held on Wednesday 1<sup>st</sup> April 2026 in the Conference Room of TMP**

Present: Claire Chambers (Chair), Alan Chambers, Keith Chapman, Mary Cawley, Lynda Mead, Gill Tomlins, David Sarsfield, Val Turnbull, Shirly Vassie, Betty Winmill, Graham Wright, Kate Wright  
 Karen Simmons (TMP), Vajira Mendis (TMP), Elizabeth Chapman (TMP)

Apologies: Priyanka Patel

Item	Description	Action
Minutes	The minutes of meeting for 10 <sup>th</sup> December 2025 were agreed to be a true and accurate record other than a misspelling of David Sarsfield's name	
Matters arising	<ul style="list-style-type: none"> <li>• Driving issues – discussed in relation to known medical issues and reported concerns and differences between these. CC to email practice for further follow through.</li> <li>• Little feedback concerning partners no longer having patient lists. Generally, well accepted, some concern from some patients, but they can see the reason behind the change and accept it.</li> <li>• Sign Language – KW presented a list of resources for improving communication for those with communication issues. List to be sent to the practice.</li> <li>• Newsletter prepared by Vajira was very useful and informative, has gone down well with the patient body.</li> </ul>	<p>CC</p> <p>KW</p>
Practice Matters	<ul style="list-style-type: none"> <li>• Appointment system               <ul style="list-style-type: none"> <li>○ Seems to be working well still. Patients able to get appointments when there is a clinical need and feedback to the practice has been good.</li> <li>○ Pressure remains on practice due to new GP practice contract demanding more from GP practices.</li> <li>○ Concerns regarding clinician stress levels due to the new contract terms</li> </ul> </li> <li>• Practice now has 23 GPs on staff, which gives 13.5 FTE available. This level is considered full staffing, equates to about 1,500 patients per FTE.</li> <li>• Changes to email system now means that each patient can only be sent 3 texts per year before the practice is charged for sending them. Will lead to more communication by phone or via NHS app.</li> </ul>	
NH PPG & ICB matters	<ul style="list-style-type: none"> <li>• NH PPG               <ul style="list-style-type: none"> <li>○ Not all practices have digital care coordinator, TMP have 2 staff members involved with this role.</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li>○ Meeting of some NH PPG members with Luke Murphy (MP for Basingstoke) resulted in a list of actions and follow up, these are being actioned.</li> <li>○ Concern that the ICB is not taking notice of the input from the PPG and sees the PPG as a tick box exercise. Separate discussions ongoing on this issue.</li> <li>○ Transport for patients unable to get to the GP surgery or hospital for appointments is a growing issue. Discussions with HCC on this to try to improve the situation.</li> <li>○ PPGs have a number of different approaches to the way they operate. Some potential for taking ideas from other PPGs and using them in TMP.</li> <li>○ Concern at the age of PPG committee members. Most are retired people and do not necessarily represent the demographic of the patient population. TMP PPG can use school Forum members to seek views as appropriate.</li> <li>● HloW ICB PPG <ul style="list-style-type: none"> <li>○ Emergency preparations – practice has emergency plans in place in the event of natural disaster or cyber incident. Documents are available for the public to help them prepare individually for such emergencies.</li> <li>○ Practices feel some patients see them as PAs, need to educate some patients to become more self-reliant. Should mention this at the TMP PPG open meeting in May.</li> <li>○ Urgent Care procurement encompasses 111 and out of hours cover. Urgent care procedure unlikely to change for TMP.</li> <li>○ ICB structure is changing again, the new structure will cover a wider geographic area. Neighbourhood health hubs are being planned with different geographical areas to PCNs. KS felt that this should not have a major impact on TMP and the PCN structure which has been developed will continue to operate.</li> </ul> </li> </ul>	CC
Tadley Wellbeing Forum/Compassionate Tadley	<ul style="list-style-type: none"> <li>● New school nurse has been appointed, based in Basingstoke.</li> </ul>	
Age Concern/U3A	<ul style="list-style-type: none"> <li>● Age Concern</li> </ul>	

	<ul style="list-style-type: none"> <li>○ Next of kin – doing new forms as current forms do not have adequate information.</li> <li>○ Ambrose Allen centre has increased oven capacity, which has enabled more members to join.</li> <li>○ Issue with capacity of buses for outings is restricting the number of members who do not drive to go on outings, time to load bus can also be an issue.</li> </ul>	
Committee matters	<ul style="list-style-type: none"> <li>● Hurst school – visit done recently. <ul style="list-style-type: none"> <li>○ Students report that loneliness not such an issue now.</li> <li>○ When students receive communications/texts/emails which concern them they report this to the school who deal with these for them.</li> <li>○ Issues raised by students are taken seriously and responded to fast, generally within the school day</li> <li>○ Students who attended meeting reported that they feel valued and cared for.</li> </ul> </li> <li>● Parking survey not yet done due to poor weather. <ul style="list-style-type: none"> <li>○ Last survey resulted in spaces being made wider to accommodate modern vehicles.</li> <li>○ Trees on the fenceline have been cut back which is allowing more space for manoeuvring in the car park.</li> <li>○ Not possible to increase the size of the car park.</li> <li>○ Ambrose Allen does not want visitors to practice or pharmacy to use their car park.</li> <li>○ Lock on gate between Ambrose Allen and practice has been removed, was causing issues for practice staff coming from staff car park carrying loads.</li> <li>○ Educate patients to use more on line services rather than visiting practice – subject for TMP open meeting.</li> <li>○ Survey to be done over course of a week. Best times would be morning from 9.30 to 12.00, afternoons from 2.00 to 4.30.</li> <li>○ Survey team to be MC, DS, GT, KC. PPG badges will be provided and notice to be put on noticeboard, social media and website advising of the survey.</li> <li>○ Check also on use of disabled parking spaces.</li> </ul> </li> </ul>	<p>CC</p> <p>VM</p>

	<ul style="list-style-type: none"> <li>• Flooding at Holmwood pedestrian crossing has been fixed, drain was blocked.</li> </ul>	
Patient queries	<ul style="list-style-type: none"> <li>• Repeat prescriptions for extended time away. <ul style="list-style-type: none"> <li>○ Issues have been experienced where patients have requested repeat prescriptions for holiday use and the request has been declined, but the patient not notified.</li> <li>○ If a prescription is requested on line too soon after the last request it will be rejected, currently no mechanism to inform patient of the rejection.</li> <li>○ Using a manual or administrative request seems to work in most cases.</li> <li>○ Practice to advise the approach to be taken to ensure medication supply is available during extended absences.</li> <li>○ Repeat prescription requests may also be rejected if: <ul style="list-style-type: none"> <li>▪ Request too soon after previous request.</li> <li>▪ Not informing practice of reason for early request</li> <li>▪ Blood test is outstanding.</li> <li>▪ Medication review is outstanding.</li> </ul> </li> <li>○ Practice handles about 8,000 prescription requests monthly.</li> <li>○ Include this in TMP open meeting.</li> </ul> </li> <li>• What having a named GP means <ul style="list-style-type: none"> <li>○ All patients must have a named GP by law.</li> <li>○ Named GP is responsible for documentation but is not necessarily the clinician a patient will see.</li> <li>○ When requesting an appointment, patients can see a list of clinicians and can choose the clinician based on their rapport with the clinician, availability of clinician etc.</li> <li>○ Patients can request the same clinician again for follow up and results will come back to them.</li> </ul> </li> <li>• Items available from TMP or pharmacy <ul style="list-style-type: none"> <li>○ Practice cannot be involved in this as it is a pharmacy issue, not a practice one.</li> </ul> </li> <li>• Advice &amp; Guidance – GP communicating with consultants. <ul style="list-style-type: none"> <li>○ The initiative has been active for some time and involves the GP discussion a patient issue with an appropriate</li> </ul> </li> </ul>	<p style="text-align: right;">KS</p> <p style="text-align: right;">CC</p>

	<p>consultant rather than doing an immediate consultant referral.</p> <ul style="list-style-type: none"> <li>○ Considered to be analogous to the triage system used in the practice but applied at a consultant level.</li> <li>○ Expectation is that the number of consultant appointments will be reduced as the discussion will ensure that the consultant has all necessary information to determine whether an appointment is necessary and that any appointment will be more effective.</li> </ul> <ul style="list-style-type: none"> <li>● Semaglutide for heart attack and stroke patients <ul style="list-style-type: none"> <li>○ New initiative under discussion as research indicates there are benefits for heart attack and stroke survivors if they take the medication.</li> <li>○ No information yet available on when or how this will be implemented.</li> </ul> </li> </ul>	
Open meeting	<ul style="list-style-type: none"> <li>● Date 27 May 2026 at Link in Tadley <ul style="list-style-type: none"> <li>○ Invitation to full PPG 22 April</li> <li>○ Invitation to all patients 29 April</li> <li>○ Notification to go on NHS app, noticeboard and website.</li> <li>○ Closing date for acceptance 20 May</li> <li>○ Sound system same as last year, AC to handle roaming microphone.</li> <li>○ Practice to confirm any items they wish the committee to include in their presentation</li> </ul> </li> </ul>	<p>GW VM  VM  AC  KS/VM</p>
Next meeting	<p>27<sup>th</sup> May 2026 at 6.30pm in Link Centre, Tadley (open meeting) Next committee meeting 5<sup>th</sup> August at 5pm in TMP meeting room, Holmwood</p>	Note time change

ARRS – Additional Roles Reimbursement Scheme

CCG – Clinical Commissioning Group

CEG – Community Engagement Group

CVD – cardio vascular disease

Dol – declaration of interest

FTE – full time equivalent

HHC – Holmwood Health Centre

[HIOW – Hampshire and Isle of Wight](#)

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/>

INTs – Integrated Neighbourhood Teams

LIS/LES – Local Incentive Scheme / Local Enhanced Service

NHPPG – North Hampshire PPG committees’ group

NHS – National Health Service

PIG – Patient Information Group

PCN – Primary Care Network  
PPG – Patient Participation Group  
SLF - Support Level Framework  
TMP – Tadley Medical Partnership  
ToR – Terms of Reference  
UTC – Urgent Treatment Centre  
WHO – World Health Organisation