

Patient Participation Group (PPG) of Watership Down Health (WDH)

Minutes of the WDH PPG Meeting to be held on Wednesday 7th December 2022 by teleconference

Present:

Susie Altmeyer-Ennis	Business Manager of Watership Down	“SAE”
Sarah Arnold	Practice Manager of Watership Down	“SA”
Lucy Richards	Patient Representative, based in Kingsclere	“LR”
Lisette Kay	Patient Representative, based in Oakley	“LK”
Ian Pryce	Patient Representative, based in Oakley	“IP”
Abigail Compton-Burnett	Patient Representative, based in Oakley	“ACB”
Brian Langer	Patient Representative, based in Overton	“BL”
Brian Elkins	Patient Representative, based in Overton	“BE”

Apologies received from

Rachel Childs	Patient Representative, based in Oakley	“RC”
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1 Minutes of last meeting

The minutes of the last meeting were approved.

2 Actions from the last meeting

Post the minutes from PPG meetings on the Watership Down Health website It was agreed that SAE would post a summary of actions from PPG meetings on the website	SAE
Include the following items in November’s edition of the WDH Newsletter: <ul style="list-style-type: none"> Profile of a WDH team member to be included in the WDH Newsletter every month. BE will include WDH team member <u>roles</u> in newsletters as space allows. Information about the transfer of Dr Bartlett’s patients and the arrangements for cover during Dr Conroy-Smith’s maternity leave for inclusion in the WDH Newsletter. Completed 	BE
Provide PPG members with: <ul style="list-style-type: none"> Draft Overview of the Medical Examiner Service Pilot for WDH patients for PPG member comment. Overview of the Medical Examiner Service Pilot for WDH staff for PPG member information. Flowchart showing the process for reporting a death for PPG member information. Completed 	SAE
Review the wording of the Draft Overview of the Medical Examiner Service Pilot for WDH patients (attached) and submit comments by Wednesday 19 th October to ACB, who will collate them and send them to Dr Decker. Completed	PPG
Send statistics re number of calls, face-to-face consultations, etc to LK to post on Facebook. Completed	SAE, LK
Send the Patient Charter for comment to PPG members. Completed	SA

Send comments regarding the Patient Charter SA. Comments to be sent to SA by 16th December 2022.	PPG
Talk to WDH patients who might be willing to be a WDH patient representative at the training sessions. PPG members to send suggestions to SAE by Friday 28 th October. Check whether Health Hub staff have been invited to attend the WASP training. WASP training has been postponed until May or June 2023. Representation at the training sessions will be discussed when new dates have been confirmed.	PPG IP SAE
Continue discussions with the patients from Kingsclere. Completed	IP
Send the PPG Terms of Reference to PPG members and one of the patients from Kingsclere who might join the PPG. Completed	ACB
Meet a patient from Oakley who is interested in joining the WDH PPG. Completed	IP
Discuss the size and composition of the PPG at the next WDH PPG meeting. Completed	PPG
Discuss the terms of reference at the WDH PPG at the next WDH PPG meeting. Completed	PPG
Continue discussions with the company that recycles blister packs and, particularly, to investigate the volume of blister packs that are likely to be collected at each surgery and how those blister packs would be stored prior to collection. Bins now in situ in Kingsclere and soon in Overton.	SA
PPG members with concerns regarding the service at the pharmacies in Oakley and Overton to complain directly to Pillbox Chemists. This issue was discussed under Any Other Business.	PPG
Contact the editor of the Tower to request inclusion of a plea for community volunteer drivers? Completed	BL

3 Practice/PCN update – staff, key issues

Several new staff have recently joined the practice, including new Healthcare Assistants (HCAs), receptionists and a GP. Posts being advertised include a pharmacy technician, clinical pharmacist, cancer care coordinator and Coronary Vascular Disease care coordinator.

Practice call volumes have increased significantly over the past four years. On the first Monday in December 2022, there were 477 calls (280 in 2018) and, on the first Tuesday of December 2022, there were 479 calls (230 in 2018).

SAE has sent text messages, which include a link to book appointments, to patients eligible for flu jabs. 81% of patients aged 65+ have received their flu jab and it is expected that 75% of all eligible patients will have received their flu jabs by 20th December.

4 COVID booster, 'flu jabs and roving health hub

The number of patients receiving COVID boosters and flu jabs in the Festival Place Health Hub has decreased to around 60 per day. The health hub is now operating as an "Evergreen" walk-in centre, so patients no longer need to book appointments. The hub is increasing the range of services that it provides to include blood pressure checks, smoking

cessation, weight management and social prescribing referrals from GP practices. The hub hopes to provide phlebotomy services in the future.

5 Update on Medical Examiner's pilot

Technical difficulties have delayed the pilot.

Action: SAE to update the PPG Committee when the revised timing has been confirmed.

6 Patient Charter

SA has circulated the final draft of the Patient Charter for comment by the PPG. It is hoped that the Charter will help the practice to deal with aggressive patients. The PPG was asked to send their comments on the Charter to SA by 16th December 2022.

Action: All PPG Committee members to send comments regarding the Patient Charter to SA by 16th December 2022.

7 PPG representative for Wessex Activation, Self-Management and Personalisation (WASP) training

The WASP training has been delayed.

Action: SAE to update the PPG Committee when the revised timing has been confirmed.

8 Recruitment of new PPG members

The PPG Committee has received four applications for membership. It was agreed that:

- The PPG Committee should comprise 9 patients, ideally representing a cross-section of WDH patients, in terms of age, location, ethnicity and medical needs.
- Members of the PPG Committee should be elected for a two-year term at the AGM. Members could be re-elected for a second term. Members could also join at other times, if there were vacancies on the PPG Committee.
- Applicants should be asked to write to the Chair to advise what they would contribute to the group in light of the TORs.

Actions: ACB to:

- **Send the PPG's Terms of Reference (TORs) to each applicant ask them to describe what they would contribute to the group in light of the TORs.**
- **Ask applicants whether they would be willing to be the Secretary for a year.**

9 Terms of reference for the PPG

The Terms of Reference were agreed.

Action: SAE to post the Terms of Reference on the WDH website.

10 Any other business

LK reported that a patient had asked to post the Did Not Attend (DNA) data on Facebook, in order to encourage patients to attend their appointments or cancel them if they are unable to attend..

Action: Facebook posts to be sent by email to SAE for approval and then to PPG Committee members for posting on Facebook and distribution by email.

BE raised significant concerns regarding local pharmacy services.

Actions:

- **The Partners to write to the CEO of Pillbox.**
- **IP to discuss the best way to address these issues with the ICB.**

BE encouraged the practice to establish a dialogue with the landlord of Portals regarding the future of its site.

Action: SAE will raise with Dr Decker/Partners.

BL raised concern that some follow-up appointment and results information might not be reaching the practice from the hospital.

Action: SAE to check whether patients' tests results were being received by the practice.

BL asked for the bushes beside the surgery entrance in the Overton car park to be pruned, because they were encroaching on the parking spaces.

Action: SAE to arrange pruning as required.

11 Next meeting

It was agreed that the timing of PPG Committee meetings should be reviewed and future meetings should be held at a time to suit the greatest number of PPG Committee members.

Action: ACB to send out a poll regarding committee meeting timings and then to suggest dates and timings for meetings in 2023.