

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

Minutes of the WDH PPG Meeting held from 5pm to 6.30pm on  
Wednesday 1<sup>st</sup> February 2023, by teleconference

Susie Altmeyer-Ennis	Business Manager of Watership Down	“SAE”
Sarah Arnold	Practice Manager of Watership Down	“SA”
Rachel Childs	Patient Representative, based in Oakley	“RC”
Simon Clulow-Phillips	Patient Representative, based in Kingsclere	“SCP”
Abigail Compton-Burnett	Patient Representative, based in Oakley	“ACB”
Brian Elkins	Patient Representative, based in Overton	“BE”
Lisette Kay	Patient Representative, based in Oakley	“LK”
Brian Langer	Patient Representative, based in Overton	“BL”
Ian Pryce	Patient Representative, based in Oakley	“IP”
Nicky Tufnell	Patient Representative, based in Kingsclere	“NT”

Apologies for absence: Lucy Richards

In attendance: Dr Sarah Still, Partner of Watership Down Health

### 1 Welcome new PPG Committee members

### 2 Actions from the last meeting

Update the PPG Committee when the revised timing for the Medical Examiner’s Pilot has been confirmed	SAE – Pilot dates still to be confirmed
Send comments regarding the Patient Charter to SA by 16th December 2022	Completed
Update the PPG Committee when the revised timing for WASP has been confirmed	SAE – completed
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 and whether they would be willing to be the Secretary for a year.	ACB – completed
Post the Terms of Reference on the WDH website	SAE – completed
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	SAE has sent information regarding posters and campaigns to Ian and Lisette to post on Facebook. Oakley: They will coordinate who posts them on the Oakley Facebook pages. Overton: Ian’s Facebook posts on “Overton TV” are usually approved within 6 hours. Lisette’s posts on “What’s On in Overton” and “Family Members in

	Overton" are usually approved instantly. Kingsclere: Ian's Facebook posts can take days to be approved.
Write to the CEO of Pillbox about local pharmacy services on behalf of the Partners	SAE – completed
Discuss the best way to address issues regarding local pharmacy services with the ICB	IP – meeting held
Discuss issue of the of the future of the Portals site with Dr Decker	SAE – the issue has been raised and noted at the partners' meeting
Check whether the HHFT test results are being received by the practice	If an HHFT clinician requests bloods to be taken, primary care will only get a copy if the practice requests HHFT to send it to primary care. Once the results are electronically sent through, a primary care clinician needs to review and file them. Once filed, a patient will be able to see them on their on-line services record. However, sometimes, the results will be in a file with a xx2 ending, which means that the patient will not be able to open the document. This is a technical issue with DocMan.
Arrange pruning of bushes in Overton Surgery Car Park as required	SAE - completed
Send out a poll regarding committee meeting timings and then to suggest dates and timings for meetings in 2023	ACB – completed

### 3 Minutes of the last meeting

Agreed

### 4 Practice/PCN update, inc group community education events

WDH has recently recruited 2 healthcare assistants, and a part-time receptionist for Kingsclere.

Watership Down is advertising for a full-time receptionist across all three practices and an advanced nurse practitioner.

The PCN has recently recruited a cardiovascular disease coordinator.

Andover Mind has received funding to recruit a new mental health and wellbeing practitioner.

WDH would like to hold educational events in the local community to complement the sessions held in the Festival Place Health Hub on topics including children's health and the menopause.

It was noted that patients living Oakley were very keen that one of the events should take place in Oakley.

**Action: Suggest topics and locations for health education events to SAE.**

## 5 Virtual Care @ Home Service

WDH will soon roll out a virtual care at home service, which was recently started locally.

**Action: SAE to provide information about virtual care at home for the newsletter when the virtual care at home service has started.**

## 6 Use of AccuRx in WDH

From 1<sup>st</sup> April 2023, all WDH texts, etc will be sent using AccuRx, rather than MJOG.

The practice is very happy about this change, because AccuRx is easier to use and has better functionality than MJOG. AccuRx will make it easier for GPs to provide a number of services, such as sending text messages to patients who need to book a blood pressure text or a medication review.

## 7 Patient charter

The Patient Charter will be reviewed at the next Partner Meeting.

## 8 Spring COVID booster programme, 'flu jabs and health hub

WDH is awaiting confirmation of the spring COVID booster programme.

Health hub:

- Running a series of health education events: January was children's health, February was menopause. Currently thinking about other suitable topics.
- Carrying out health checks
- Referrals to social prescribers going well, esp regarding weight management and shape up for health, with 73 referrals in the second half of January. There is a 45 page directory of local services.
- Considering the future of the roving health hubs, which have been very successful.

**Action: IP to inform the PPG Committee of health hub activities that should be advertised in the Newsletter.**

## 9 Update regarding local pharmacy services

Pharmacy services are better than pre-Christmas and the volume of calls received by WDH regarding pharmacy services has decreased. Current problems with pharmacy services include some orders taking over 7 days to be dispensed, patients being told by the pharmacy that medication has been dispensed and then arriving at the pharmacy to discover that it has not been dispensed, and long queues on Fridays.

**Action: PPG Committee members to monitor pharmacy services during February and March and review at the next PPG Committee Meeting.**

## 10 Involvement of representatives from all patient groups in PPG activities

Concerns were raised regarding the representation in the PPG Committee of patients who worked full-time or had school-aged children. It was agreed to hold some PPG Committee meetings during the day and to consider offering childcare if PPG Committee members would find it helpful.

**Action: ACB to organise some PPG Committee meetings during the day.**

## 11 PPG information and contact details on the WDH website

Minutes of PPG Committee Meetings will be posted on the WDH website when they have been finalised.

There was concern that the PPG session of the WDH website was difficult to find. It is not possible for the PPG to be assigned a room on the homepage of the WDH website, because WDH already uses the maximum number of rooms available. It was agreed that the PPG Committee would investigate building a PPG website.

Patients can currently register to join the PPG or contact the PPG Committee via a form on the WDH website. The WDH admin staff forward the information to the PPG Committee. It was agreed that the PPG Committee would investigate whether to establish an email address, so that it would receive information from the PPG registration and contact forms directly.

**Action: SCP to discuss with the PPG Committee options for a PPG website and email address.**

## 12 PPG AGM date

It was agreed that the PPG's AGM would be held on 7<sup>th</sup> June 2023.

**Action: The PPG Committee to advertise the PPG AGM.**

## 13 Newsletter

The March edition of the PPG Newsletter will include an introduction to the new cardiovascular care coordinator and information about Cervical Cancer week.

It was suggested that the PPG Newsletters and WDH Health Education Events align with the National NHS Calendar of Key Campaigns.

**Action: IP to send the National NHS Calendar of Key Campaigns to all PPG Committee members.**

## 14 Overton car park

Overton GP Surgery's car park continues to flood. HCC has been asked to clear the drains.

**Action: SAE to remind HCC to clear the drains as necessary.**

## 15 Any other business

It was suggested that WDH send out information regarding the service provided by the Musculo-Skeletal First Contact Practitioner (MSK FCP), in order to clarify that the MSK FCP does not provide a programme of physio sessions to patients.

**Actions: BE to include information about the MSK FCP service in the March newsletter.  
WDH to consider including information about the MSK FCP service in an AccuRx text.**

## 16 Next meetings

5th April

7th June (inc AGM)

2nd August

4th October

6th December.