

**Minutes of the Whitewater Health PPG meeting  
held on Thursday 18<sup>th</sup> January 2024 at 6.05 p.m. at Hook Surgery**

**Present:** Annette Rushmere, Helen Griffiths, Ann-Marie Mawson, Tim Colman, Steve Morgan, Stella Potter, Gill Harden, Alison Bataller, Eva Skarzynski and in attendance Dr Clair Botting, James Perrin and Janey Mill.

**1. Welcome and Apologies**

Annette welcomed the group. Apologies were received from Tracie Heatherington-Chatt. Annette confirmed that Eva is now a full member of the PPG.

**2. Minutes of Meeting held on 19<sup>th</sup> November 2023**

These were approved. Some Hartley Wintney patients have now been informed of the name of their GP. Hook patients will be informed in due course.

**3. Matters arising**

There were none

Dr Botting gave a resume of her career and confirmed that she has been involved in PPGs. She and Dr Lynne Heathorn will alternate their attendance at PPGs. She confirmed that the partners value the work of the PPG and do not intend to change it but add their own style.

**4. PPG Update**

**4.1 Pharmacy meetings**

The meeting with Whitewater pharmacy has been cancelled 5 times so is still pending.

**4.2 Proposed new housing**

Nothing new on this

**4.3 White coat syndrome**

James said that 52 books have currently been donated. The sewing group is starting on the tote bags.

**4.4 Mental Health information project and Instagram**

Annette and Alison attended 2 meetings. They had a zoom meeting with Eira Morgan-Harriskitt ICB Digital lead to discuss Instagram. The next meeting was with Jacqui Bibbings who is currently managing Instagram for the PPG. It was decided that this is not a platform for us.[previous notes sent to group]. There was a discussion about how to reach younger adults and children. The mental health infographic has been updated and Jacqui agreed to help enable the web links to be attached to the document. There was a discussion about how to reach younger adults and children.

**Comms Update**

**4.5.1** There have been no emails. Eva is doing a great job on updating Facebook.

**4.5.2** Helen has tried to check the Hook surgery box but the key has been lost. Alison will check the Hartley Wintney box on a regular basis. James said that membership of NAPP needs to be renewed.

**4.5.3** Digital Access - Tim has spoken to Jacqui. Unfortunately the information on the first draft is now out of date and needs to be updated.

**4.5.4** NHS App and Healthier Together App. We need to encourage everyone to upload the NHS app. Three hundred people have used the Healthier Together app which is geared towards parents of younger children and we are promoting both on Facebook. Eva will create a table to show the different applications between the NHS app and Healthier Together so people know which one to use. There was a question about e-consult and James said that other practices all operate in a different way.

#### **Action Eva**

**4.5.5** Negative patient interaction data – this is still not in a format that we can publish.

#### **Action James will chase Rebecca.**

**4.5.6** We have been asked by the practice to include cervical cancer screening in all our comms and advise patients that Saturday appointments have been made available.

**4.5.7** Annette and James reported on the PCN meeting on 16<sup>th</sup> January attended by chairs of the 3 practices. The agenda covered the GP improvement programme, the promotion of CVD [cardio Vascular Disease], with Clift developing a template for working with a GP Assistant undertaking BP and Cholesterol testing. Cancer target areas-early diagnosis for bowel, prostate and dermatology. The healthier together app - promoting its use and an integration day being provided for all the staff on ARRS contracts. [Additional Roles Reimbursement Scheme]. They also discussed the new NHS contract for prescribing community pharmacists for 7 conditions. Patients will be referred to the pharmacist from the practice.

## **5 Update from practice**

James said that patients are expecting immediate action from the practice and as a result the complaints and aggression levels are increasing. The Whitewater bottle -necks are phones and test results. The practice has published a patient behaviour document and there was a discussion as to whether we should publish the patient behaviour document on Facebook. It was agreed to do this with the abuse data. There are now 3 new GPs at Hartley Wintney, and a new GP is starting in Hook but they are still looking for 2 part time GPs.

## **6.0 AOB**

Annette updated the group on the meeting that she and Tim and James had with the partners.

The AGM will be held at the beginning of the February meeting.

**Next meeting dates at 18.05**

Thursday 22<sup>nd</sup> February 2024 and AGM

Thursday 21<sup>st</sup> March 2024

Thursday 23<sup>rd</sup> May 2024

Thursday 18<sup>th</sup> July 2024

Thursday 19<sup>th</sup> September 2024

Thursday 21<sup>st</sup> November 2024

Thursday 18<sup>th</sup> April 2024

Thursday 20<sup>th</sup> June 2024

Thursday 22<sup>nd</sup> August 2024

Thursday 17<sup>th</sup> October 2024

Thursday 19<sup>th</sup> December 2024